



Department of Jobs, Precincts and Regions

Agreement for Professional Services

Cleaning Services at Hotel Quarantine Sites

THE STATE OF VICTORIA
as represented by its
DEPARTMENT OF JOBS, PRECINCTS AND REGIONS

AND

IKON SERVICES AUSTRALIA PTY LTD



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Department of Law, Methods and Regime
agreement for the Board and the Board

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PARTS OF THIS AGREEMENT

This Agreement is made up of the following parts:

- Terms and Conditions
- Schedule 1- Agreement Details
- Schedule 2- Services
- Schedule 3- Payment Terms
- Annexure A- Services Brief

PARTIES

This Agreement is made between and binds the following parties:

The Crown in right of the State of Victoria (**State**) as represented by its Department of Jobs, Precincts and Regions (**Department**).

AND

The service provider as described in Schedule 1 (Agreement Details) to this Agreement (**Service Provider**).

BACKGROUND

- A. The Service Provider, at the request of the Department, has agreed to provide the Services to the Department.
- B. The Department has agreed to engage the Service Provider to provide the Services subject to the terms of this Agreement.
- C. This Agreement is legally binding upon the Service Provider and the Department.

TERMS AND CONDITIONS

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

In this Agreement, unless the context requires otherwise:

Agreement means this agreement and include the schedules and any annexures to it or documents incorporated by reference;

Code of Practice means a code of practice as defined in, and approved under, the Privacy and Data Protection Act 2014 (Vic);

Commencement Date means the date, if any, set out in Schedule 1 (Agreement Details);

Completion Date means the date set out in Schedule 1 (Agreement Details) as may be extended by the Department under clause 3;

Contract Intellectual Property means any and all Intellectual Property Rights incorporated or comprised in any materials created by or on behalf of the Service Provider in the course of providing the Services but does not include the Service Provider's internal working documents;

Contract Publishing System means the system of the Victorian Government for publication of details of contracts entered into by Victorian Government departments, bodies and agencies, including any replacement or amended system;

Data means all data, information, text, drawings, statistics, analysis, datasets or databases and other materials embodied in any form which is:

- (a) supplied by or on behalf of the Department in connection with this Agreement (**Input Data**); or
- (b) generated, placed, stored, processed, retrieved, printed, accessed or produced utilising the Input Data, the Services, or the deliverables;

Department's Representative means the person set out in Schedule 1 (Agreement Details) or the person from time to time acting in his or her position or nominee in his or her absence as the representative of the Department for the purposes of this Agreement;

Fees means the moneys to be paid to the Service Provider in consideration for performance of the Services as designated in Schedule 3 (Payment Terms);

GST means any tax imposed under the GST Law and includes GST within the meaning of the *GST Act*;

GST Act means the *A New Tax System (Goods and Services Tax) Act 1999* (Commonwealth) as amended;

GST Law means the GST Law as defined in the *GST Act* and includes any Act of the Parliament of Australia that imposes or deals with GST;

Health Privacy Principles means the principles so identified and set out in the *Health Records Act 2001* (Vic);

IBAC means the commission established under the *Independent Broad-based Anti-corruption Commission Act 2011* (Vic) and includes any other organisation that may, from time to time, perform the functions of the commission;

Information Privacy Principles means the principles so identified and set out in the *Privacy and Data Protection Act 2014* (Vic);

Intellectual Property Rights includes all present and future copyright and neighbouring rights, all proprietary rights in relation to inventions (including patents), registered and unregistered trademarks, confidential information (including trade secrets and know how), registered designs, circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields;

Laws means:

- (a) the law in force in the State and the Commonwealth of Australia, including common law, legislation and subordinate legislation; and
- (b) ordinances, regulations and by-laws of relevant government, semi-government or local authorities;

Personnel of a party includes the officers, employees, agents, contractors and sub-contractors of that party;

Protective Data Security Standard means any standard issued under Part 4 of the Privacy and Data Protection Act 2014 (Vic);

Pre-Existing Intellectual Property means any and all Intellectual Property Rights in any works, items or systems which are the property of the Service Provider and which existed in substantially the same form and with substantially the same contents prior to the commencement of the provision of the Services;

Report means a report detailing any information reasonably required by the Department, in the form set out in Schedule 2 to this Agreement, or as otherwise directed by the Department;

Required Insurances means each of the insurances, if any, described in Schedule 1 (Agreement Details);

Scope means the number of rooms that will be cleaned, in accordance with this Agreement, at each Site;

Site means a location where the Services will be performed, as notified by the Department;

Services means the services described in Schedule 2 (Services);

Service Provider's Representative means the person set out in Schedule 1 (Agreement Details) as the representative of the Service Provider for the purposes of this Agreement;

Supplier Code of Conduct means the Code of Conduct issued by the Victorian Government for suppliers providing goods or services to the Victorian Government (as amended from time to time);

Tax Invoice has the same meaning as in the *GST Act*;

Term means period from the Commencement Date until the Completion Date as may be extended by the Department under clause 3;

Victorian Public Entity means:

- (a) a public sector body as defined in section 4 of the *Public Administration Act 2004* (Vic);
- (b) a statutory corporation, a State owned company, a State body or a State business corporation as those terms are defined in the *State Owned Enterprises Act 1992* (Vic);
- (c) a "Council" as defined in the *Local Government Act 1989* (Vic); or
- (d) an entity which receives the majority of its funding from any of the entities listed in paragraphs (a) to (c) or any entity under the control of any of the entities listed in paragraphs (a) to (c); and

VPSC Code of Conduct means the Code of Conduct for Victorian Public Sector Employees 2015, unless the Services are services of a kind usually provided by directors of Victorian Public Entities, in which case it means the Code of Conduct for Directors of Victorian Public Entities 2016 (each as issued by the Victorian Public Sector Commission pursuant to section 61 of the *Public Administration Act 2004* (Vic) and as amended or replaced from time to time.)

1.2 Interpretation

Personal Information

In this Agreement, unless the context requires otherwise:

- (a) words denoting the singular include the plural and vice versa;
- (b) words denoting one gender (including neutral pronouns) include the others;
- (c) "dollars" or "\$" is a reference to the lawful currency of Australia;
- (d) the words "include", "includes" or "including" are to be read as if followed by the words "without limitation";
- (e) words denoting persons include a partnership and a body whether corporate or otherwise;
- (f) references to a recital, clause, schedule or annexure is a reference to a recital, clause, schedule or annexure to this Agreement;
- (g) a cross-reference to a clause number is a reference to all its sub-clauses;
- (h) the annexures and schedules to this Agreement and any documents included by reference in this Agreement must be incorporated into and be read and construed as part of this Agreement;
- (i) if a word is defined, other parts of speech and grammatical forms have corresponding meanings;
- (j) "document" has the same meaning as given in the *Evidence Act 1958* (Vic) as amended from time to time;
- (k) references to a party to this Agreement includes the executors, administrators, successors and permitted assigns of that party;
- (l) if a party to this Agreement consists of more than one person those persons must be jointly and severally bound under this Agreement;
- (m) any remedy, power or entitlement given to the Department in any clause of this Agreement is in addition to any remedy, power or entitlement which the Department may have under any other clause or clauses of this Agreement or under any Law;
- (n) clause headings are for convenience of reference only and have no effect in limiting or extending the language of the provisions to which they refer;
- (o) in the interpretation of these terms, no rule of construction will apply to a clause to the disadvantage a party because that party put forward the clause or any part of that clause or would otherwise benefit from it; and
- (p) any ambiguity or inconsistency in the documents comprising this Agreement must be referred to the Department's Representative who will determine the interpretation that prevails.

1.3 Precedence of documents

To the extent of any inconsistency, the documents comprising this Agreement must be read in the following order of precedence:

- (a) these terms and conditions;
- (b) Schedule 1 (Agreement Details);
- (c) Schedule 2 (Services);
- (d) Schedule 3 (Payment Terms);

- (e) Annexure A (Services Brief); and
- (f) the remaining Schedules and Annexures to this Agreement.

2. SERVICES

- 2.1 The Service Provider must provide the Services to the Department on a non-exclusive basis, in accordance with the terms of this Agreement and any reasonable directions given by the Department from time to time.
- 2.2 In performing its obligations under this Agreement, the Service Provider must:
- (a) provide the Services in a timely and efficient manner exercising due care, skill and judgement and at all times act in accordance with professional principles and the standards of a competent professional provider of services similar to the Services;
 - (b) promptly notify the Department as soon as it becomes aware of any delay or possible delay in providing the Services in accordance with this Agreement;
 - (c) ensure that the Services are adequate and suitable for the purposes for which they are required; and
 - (d) use appropriately skilled and qualified Personnel to provide the Services.

3. TERM

- 3.1 Subject to the provisions of this Agreement the Service Provider must:
- (a) commence the Services by the Commencement Date and complete the Services by the Completion Date; and
 - (b) submit all reports and complete the particular tasks which constitute part of the Services on or before any dates specified in this Agreement for submission of reports or completion of tasks.
- 3.2 The Department may, in its absolute discretion, extend the dates for the submission of reports or the completion of tasks.
- 3.3 The Department may in its absolute discretion, by notice in writing to the Service Provider, extend the Completion Date.
- 3.4 Unless otherwise agreed in writing by the Department, an extension to the dates for submission of reports or the completion of tasks, or the Completion Date under this clause 3 will not entitle the Service Provider to claim an adjustment to the Fees or relieve the Service Provider of its obligations under this Agreement.

4. Scope and approval of Services

- 4.1 Prior to the Service Provider delivering the Services at any particular Site, the Department must approve in writing the Scope of Services for that Site.

- 4.2 The Department may at any time increase or decrease the Scope of the Services at its absolute discretion and any changes in Scope proposed by the Service Provider must be preapproved by the Department in writing.
- 4.3 The Department will only pay for Services that it has approved in accordance with clauses 4.1 and 4.2.
- 4.4 The Service Provider must provide a Report to the Department in relation to the Services provided at each Site whenever there is a change in Scope and as and when requested by the Department.

5. PAYMENT

- 5.1 In consideration of the performance by the Service Provider of its obligations arising under this Agreement, and subject to:

- (a) the Department being satisfied with the manner in which the Services are being provided; and
- (b) the Services having been approved by the Department in accordance with clause 4;

the Department will pay the Fees to the Service Provider for the Services in accordance with the terms set out in Schedule 3 (Payment Terms).

- 5.2 Unless expressly provided otherwise in Schedule 3 (Payment Terms), the Fees are inclusive of GST (if any) and of all costs and expenses that may be incurred by the Service Provider, whether foreseen or unforeseen including insurance, duties, imposts and taxes.

- 5.3 Invoices must comply with the requirements of the GST Law (as a Tax Invoice) and must, unless inconsistent with the GST Law, specify:

- (a) the name of the Department's Representative and the Department's reference number;
- (b) the Fees due to the Service Provider and the basis for their calculation;
- (c) the amount of any GST paid or payable by the Service Provider with respect to the Fees;
- (d) the date of delivery of the Services to which the invoice relates;
- (e) a description (including quantity where relevant) of the Services delivered;
- (f) if a discount is applicable, the discounted price; and
- (g) the Service Provider's address for payment.

- 5.4 Payment of an invoice is not:

- (a) evidence or an admission that the Services have been provided in accordance with the Agreement;
- (b) evidence of the value of the Services;

- (c) an admission that the Services invoiced were satisfactorily performed or the expenses reimbursed properly incurred;
- (d) an admission of liability; or
- (e) acceptance or approval of the Service Provider's performance,

but must be taken only as a payment on account.

- 5.5 The Department may set off against any sum owing to the Service Provider any amount owing by the Service Provider to the Department.
- 5.6 The Department will, on receipt of a written notice from the Service Provider, to be clearly headed "Fair Payments Policy – Penalty Interest Claim", pay simple interest on any Overdue Amount (for the period from the date of receipt of the notice until the date of payment) at the rate for the time being fixed under section 2 of the *Penalty Interest Rates Act 1983* (Vic).
- 5.7 For the purposes of clauses 5.6 and 24.5, "Overdue Amount" means an amount (subject to clauses 5.5 and 5.8) that has been outstanding for more than thirty (30) days from the date of receipt by the Department of the Tax Invoice properly rendered by the Service Provider and:
- (a) that is due and owing under that invoice; and
 - (b) that is not disputed by the Department within thirty (30) days of the receipt of the invoice. A dispute of an invoice under this clause may relate to:
 - (i) the amount owing; or
 - (ii) the adequacy of the Services provided for which payment has been sought.
- 5.8 The Department will, from the date of resolution of any dispute for which payment has been delayed under clause 5.7(b), have a further thirty (30) days in which to pay the amount agreed or determined to be owing to the Service Provider, after which time, such amount will be deemed to be an "Overdue Amount for the purposes of clause 5.6 and the Service Provider may serve a notice to the Department in accordance with clause 5.6.
- 5.9 No interest will be payable under clause 5.6 unless the written notice is received by the Department within thirty (30) days from the expiration of the thirty (30) day period stated in clause 5.7.
- 5.10 The Service Provider's written notice under clause 5.6 must be addressed and delivered in accordance with the provisions of clause 28 of this Agreement to the Department's Representative.
- 5.11 Sub-clauses 5.6, 5.7, 5.8, 5.9 and 5.10, apply only if:
- (a) the Victorian Government Fair Payments Policy is applicable to this Agreement;
 - (b) the Fees do not exceed \$3,000,000; and

- (c) the *Building and Construction Industry Security of Payment Act 2002* (Vic) is not applicable to this Agreement.

6. Equipment

- 6.1 The Service Provider must provide any and all equipment necessary for the performance and maintenance (where appropriate) of the Services and its obligations under this Agreement, including all necessary personal protective equipment to be worn by Service Provider Personnel in accordance with the relevant public health standards including but not limited to in relation to COVID-19.

7. Service Provider Personnel training

- 7.1 The Service Provider acknowledges and agrees that it and its Personnel, while delivering the Services, are likely to come into contact with people and/or surfaces who have or may potentially have COVID-19.

- 7.2 The Service Provider must (at its cost) and will be responsible for ensuring that before the Service Provider's Personnel perform the Services they receive:

- (a) adequate training in security, workplace health and safety, customer service and risk management, including but not limited to, in relation to COVID-19;
- (b) and meet all relevant safety induction requirements for the Sites; and
- (c) and complete (in addition to the above) the Australian Government Department of Health COVID-19 infection control training module, or any and all other COVID-19 awareness training as directed by the Department,

and the Service Provider must ensure that quality management systems, which at a minimum include consideration of the issues listed above, are maintained during the term of the Agreement.

8. Replacement of Service Provider Personnel

- 8.1 The Service Provider must remove any of its Personnel from the provision of Services at a given Site, or generally, if directed to do so in writing by the Department. The Department may make such direction if the relevant individual:

- (a) has been involved in any illegal conduct, or has consistently breached policies, procedures and guidelines applicable to the Site or locations at which he or she provides the Services;
- (b) in the reasonable opinion of the Department:
 - a. is or has become incapable of efficiently performing his or her duties;
 - b. is not, or becomes a person who is not, suitable to be involved in the provision of the Services, either at the relevant Site or generally; or

- c. is or becomes a person whom it would not be in the public interest for the Service Provider or the Department to engage or be associated with; or
- d. has, or becomes likely to acquire, a criminal record.

8.2 Where the Department makes a direction for reasons specified in the above sub-clause, such direction will contain particulars of such reasons, but, unless there is manifest error, such particulars may not be disputed or challenged by the Service Provider, and the direction is legally binding. Subject to clause 8.3, the Service Provider must make such adjustments or amendments to its Personnel delivering the Services to reflect the Department's direction.

8.3 If an individual is the subject of a direction made by the Department under clause 8.1, the Service Provider must procure that such individual departs the Site(s) at which he or she is providing Services that are the subject of that direction, and does not return to such Site(s), unless he or she has the Department's written consent to do so.

9. Business continuity plan

9.1 The Service Provider must have a business continuity plan in place that includes:

- 9.1.1 contingency arrangements should any Service Provider Personnel become unavailable during the provision of the Services, including in accordance with clause 8; and
- 9.1.2 consideration of occupational health and safety for all Service Provider Personnel, if there is exposure or infection of COVID-19.

10. Drug and alcohol testing

10.1 The Department may require that Service Provider Personnel agree to submit to drug and/or alcohol testing.

10.2 The Service Provider will ensure that all Service Provider Personnel have consented to such testing. To the extent that Service Provider Personnel have not consented to testing, the Service Provider must not allow those Service Provider Personnel to be involved in performing Services.

11. REPRESENTATIVES

11.1 The Department appoints the Department's Representative, as the person with whom the Service Provider or the Service Provider's Representative is to consult at all times and whose instructions, requests and decisions are, subject to clause 11.2, binding upon the State as to all matters pertaining to this Agreement.

11.2 The powers and functions of the Department under clauses 13.3, 14.3(b), 23.1, 24.2, 29.4, 29.5 and 29.6 must be carried out by the relevant Minister, the signatory to this Agreement for the Department or person acting in the equivalent position to the signatory or any person senior in line management.

11.3 The Service Provider appoints the Service Provider's Representative as the person with whom the Department or the Department's Representative is to

consult at all times and whose decisions are binding upon the Service Provider as to all matters pertaining to this Agreement.

12. REVIEW AND CONSULTATION

12.1 The Service Provider must:

- (a) supply to the Department such documents and information with respect to the progress of the Services as it may from time to time require;
- (b) provide the Department such information reasonably required for supervising or reviewing the provision of the Services;
- (c) co-operate with the Department, its employees, subcontractors and agents in relation to the provision of the Services; and
- (d) co-operate with other persons authorised by the State to carry out work or assist in any way in connection with the Services.

12.2 Nothing in clause 12.1 limits the Service Provider's obligations under this Agreement.

13. PERSONAL SERVICES

13.1 If the Department and the Service Provider have agreed in writing (as set out in this Agreement or otherwise) that some or all of the Services are to be performed by a specified person or persons, then:

- (a) the Service Provider must ensure that the Services or that part of the Services is performed by the person or persons specified; and
- (b) the Service Provider may only remove or replace such persons with the consent of the Department which will not be unreasonably withheld.

13.2 The Department reserves the right to require the removal or replacement at any time on fourteen (14) days' notice without giving any reason, of any person working for or provided by the Service Provider who, in the reasonable opinion of the Department, does not perform in a satisfactory manner or is otherwise considered unacceptable. Such removal or replacement in accordance with this clause or any withholding of approval by the Department of the Service Provider's proposed replacement personnel must not limit the Service Provider's obligations under this Agreement.

13.3 If the Service Provider, pursuant to exercising its right under clause 13.1(b), is unable to provide replacement personnel reasonably acceptable to the Department within sufficient time to enable the Service Provider to complete the Services as provided for by this Agreement, then the Department may terminate the Agreement upon seven (7) days written notice whereupon clauses 24.3 and 24.4 will apply.

14. CONFLICT OF INTEREST

14.1 The Service Provider warrants that to the best of its knowledge and belief having made all diligent inquiries, no conflict of interest exists in relation to this Agreement or is likely to arise during the Term.

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- 14.2 The Service Provider must promptly inform the Department of any matter connected with this Agreement that may give rise to an actual or potential conflict of interest at any time during the Term.
- 14.3 Should the Service Provider inform the Department of an actual or potential conflict of interest or the Department otherwise becomes aware of an actual or potential conflict of interest, the Department may:
- (a) by written notice to the Service Provider, seek the prompt removal of that conflict with the failure to do so constituting a breach of this Agreement; and/or
 - (b) immediately terminate this Agreement by notice in writing, whereupon the provisions of clauses 24.3 and 24.4, will apply.
- 14.4 Information provided by the Service Provider under clause 14.2 will be treated as commercial-in-confidence by the Department.

15. CONFIDENTIALITY

- 15.1 The Service Provider must not communicate, publish or release or permit the communication, publication or release of any information, data or document acquired, collated or developed for or in connection with the Services except:
- (a) to the Department;
 - (b) for the purpose of or in connection with the performance of the Service Provider's obligations pursuant to the terms of this Agreement;
 - (c) to the Service Provider's lawyers or other professional advisers that are under a duty of confidentiality;
 - (d) where the information disclosed is already in the public domain other than due to a breach of this Agreement; or
 - (e) where the disclosure is required by Law.
- 15.2 The Service Provider must, if requested by the Department, procure from the persons employed or engaged by it to perform the Services a like undertaking of confidentiality to that contained in clause 15.1.
- 15.3 Where in the conduct of, or for the purposes of, the Services the Service Provider desires to engage the services of another party, not being an employee or agent of the Service Provider, and it is necessary for the purposes of that engagement to disclose information the subject of clause 15.1 to that other party, no such disclosure may be made unless:
- (a) that other party undertakes to the Department that it will maintain the confidentiality of the information in like terms to that required by clause 15.1; and
 - (b) the consent in writing of the Department is first obtained.
- 15.4 The Service Provider will be responsible for and must take all reasonable measures to ensure the security of the information referred to in clause 15.1 for so long as that information is or should properly be within its control, and in so doing must ensure that at all times it is protected from access, use or

misuse, damage or destruction by any person not authorised by this Agreement to have access to that information.

15.5 On or before the expiry of the Term, the Service Provider if so directed by the Department must subject to clause 15.6:

- (a) deliver to the Department all information, documents and other material received from or through the Department;
- (b) delete and render irrecoverable any form of electronic or other record and information or program and shred and dispose of all documents and materials whether original or copy that were created, collected or otherwise received in the course of this Agreement or pursuant to its terms and which contain:
 - (i) details relating to the formulation of government policy or otherwise in relation to the deliberative processes involved in the functions of the Department or State Government agency or Minister;
 - (ii) details regarding the personal affairs of any person;
 - (iii) details regarding the commercial operations of the Department, State or other entity;
 - (iv) information relating to litigation, a dispute or potential litigation or dispute;
 - (v) information conveyed in confidence or which by its nature would reasonably be regarded as confidential; or
 - (vi) any information that would be exempt from release (if in the possession of the Department) within the meaning of the *Freedom of Information Act 1982* (Vic).

15.6 The Service Provider may, for its own internal purposes, retain its internal working documents prepared in connection with the Services and a copy of the reports, advice and other deliverables provided to the Department in accordance with this Agreement, subject to maintaining the confidentiality obligations set out in this clause 15.

15.7 The Service Provider consents to the Department publishing or otherwise making available information in relation to the Service Provider (and the provision of Services):

15.7.1 as may be required to comply with the Contract Publishing System;

15.7.2 to other Victorian Public Entities or Ministers of the State regarding the use of the Services;

15.7.3 to any public sector agency (or the State, any other state or territory or the Commonwealth) for the purposes of benchmarking, provided that it will not identify the Service Provider;

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15.7.4 to the office of the Auditor General appointed under section 94A of the *Constitution Act 1975* (Vic) or the ombudsman appointed under the *Ombudsman Act 1973* (Vic);

15.7.5 to comply with the Law, including the *Freedom of Information Act 1982* (Vic); or

15.7.6 to IBAC.

16. INTELLECTUAL PROPERTY AND MORAL RIGHTS

16.1 The Service Provider warrants to the Department that it is entitled to use and deal with any Intellectual Property Rights which may be used by it in connection with the provision of the Services. The Service Provider further warrants that it has the authority to sub-licence the Contract Intellectual Property, including any third party Intellectual Property Rights which may be used in connection with the provision of the Services.

16.2 Subject to clause 16.5, the ownership of any Contract Intellectual Property shall vest in the Service Provider upon the time of its creation. The Service Provider hereby irrevocably and unconditionally grants to the Department, free of additional charge, a non-exclusive, worldwide, perpetual, transferable licence (including the right to sublicense) to use, reproduce, adapt, modify, publish, distribute and communicate any Contract Intellectual Property for any purpose of the State except commercial exploitation.

16.3 Subject to clause 16.4, the Service Provider hereby irrevocably and unconditionally grants to the Department, free of additional charge, a non-exclusive, worldwide licence to use any Pre-Existing Intellectual Property to the extent that such Pre-Existing Intellectual Property forms part of or is integral to, any works or other item created by the Service Provider for the Department in connection with the provision of the Services under this Agreement or the creation of any Contract Intellectual Property.

16.4 The licence granted to the Department in clause 16.3 is limited to use of the relevant Pre-Existing Intellectual Property by the Department for the purposes of the State.

16.5 The ownership of Data, including any Intellectual Property Rights in the Data, shall vest in the Department upon the time of its creation. The Service Provider must only use the Data to the extent necessary to perform its obligations under this Agreement.

16.6 The Service Provider warrants that it will use its best endeavours to procure a written consent from all necessary authors to the Department exercising its rights in the Data, Pre-Existing Intellectual Property or Contract Intellectual Property in a manner that, but for the consent, would otherwise infringe the moral rights of those authors.

17. NEGATION OF EMPLOYMENT

17.1 The Service Provider is engaged as an independent contractor and nothing in this Agreement will be deemed to constitute the Service Provider as an agent or employee of the Department, and the Service Provider will not have any authority to incur and must not incur any obligation or make or purport to

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make any representation on behalf of the Department except with the express written instructions of the Department.

- 17.2 The Service Provider is responsible for all matters requisite as employer or otherwise in relation to any employees, contractors, subcontractors, agents and other third parties who are engaged by the Service Provider.

18. INDEMNITY AND RELEASE

- 18.1 The Service Provider releases and indemnifies, and will at all times keep the Department and each of its Personnel indemnified, against any liability, loss, damages, cost or expense (including legal and settlement costs determined on a full indemnity basis) incurred by the Department arising out of, or in any way connected with:

- (a) personal injury, including sickness and death;
- (b) any threatening behaviour experienced by the Service Provider's Personnel while carrying out the Services;
- (c) property damage;
- (d) the loss or corruption of Data; or
- (e) third party claims;

caused, contributed to or brought about by an act or omission of the Service Provider or any of its Personnel, including without limitation:

- (f) wilful misconduct;
- (g) a negligent or unlawful act or omission;
- (h) fraud;
- (i) a breach of Data security or physical security;
- (j) a breach of this Agreement;
- (k) a breach of an obligation of confidence or privacy (whether arising under this Agreement or otherwise); or
- (l) an infringement or alleged infringement of the Intellectual Property Rights or other rights of a third party.

- 18.2 The Service Provider's liability to indemnify the Department under clause 18.1 is reduced to the extent that any wilful, unlawful or negligent act or omission of the Department or its Personnel contributed to the liability, loss, damage, cost or expense.

19. RECORDS

- 19.1 The Service Provider must, for a period of seven (7) years after the Services have been completed:
- (a) institute and maintain proper books of account and operating records necessary to afford a correct record and explanation of all claims for

payment made by the Service Provider under this Agreement and all expenditure by the Service Provider of moneys received by it from the Department under this Agreement; and

- (b) permit the Department's Representative or any person authorised by the Department access at all reasonable times to:
- (i) all relevant operating records necessary to establish that all claims for payment made by the Service Provider and all moneys paid to the Service Provider under the terms of this Agreement are or have been properly accounted for; and
 - (ii) any documents produced in connection with the Services.

19.2 The Service Provider must cooperate with any person referred to in clause 19.1(b) to ensure an effective review and/or inspection can be conducted and must provide any information in the possession or control of the Service Provider reasonably sought by such person concerning the performance of the Services.

20. COMPLIANCE WITH LAWS AND POLICIES

20.1 The Service Provider must observe all Laws and such relevant State Government policies as may be notified by the Department to the Service Provider, including without limitation all laws affecting or applicable to the provision of the Services by the Service Provider and the "Local Jobs First Policy" (if applicable).

20.2 If the Service Provider is performing functions and duties on behalf of the Department, and the Service Provider or any of its employees, contractors, subcontractors or agents are based at the Department's premises, the Service Provider must (and must ensure that its Personnel), throughout the Term, observe the VPSC Code of Conduct and such other relevant State Government policies as may be notified by the Department to the Service Provider, and comply with any lawful directions of the Department or its Personnel.

20.3 The Service Provider acknowledges that the Department requires continuity in the provision of the Services throughout the Term. The Service Provider must maintain all reasonable business continuity management measures to ensure continuity of the Services. If requested by the Department, the Service Provider must demonstrate the measures implemented by the Service Provider to ensure continuity of the Services including promptly providing a copy of the Service Provider's business continuity plan, disaster recovery plan and any other relevant documents.

21. PRIVACY AND DATA PROTECTION

21.1 The Service Provider acknowledges and agrees that it will be bound by the Information Privacy Principles, Health Privacy Principles and/or any applicable code of practice as the Department may have approved under the *Privacy and Data Protection Act 2014 (Vic)* (together the **Privacy Obligations**) with respect to any act done or practice engaged in by the Service Provider for the purposes of this Agreement in the same way and to the same extent as the Department would have been bound by the Privacy

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Obligations in respect of that act or practice had it been directly done or engaged in by the Department.

21.2 The Service Provider agrees that it will keep confidential any Personal Information (as defined in the *Privacy and Data Protection Act 2014*) or Health Information (as defined in the *Health Records Act 2001*) that comes into its possession or the possession of its Personnel.

21.3 The Service Provider must, on request of the Department, ensure that any or all of its Personnel complete a personal undertaking relating to confidentiality, in a form provided by the Department.

21.4 The Service Provider acknowledges and agrees that it will be bound by the Protective Data Security Standards and will not do any act or engage in any practice that contravenes a Protective Data Security Standard in respect of any Data collected, held, used, managed, disclosed or transferred by the Service Provider, on behalf of the Department, under or in connection with this Agreement.

22. SUPPLIER CODE OF CONDUCT

22.1 The Service Provider acknowledges that:

- (a) the Supplier Code of Conduct is an important part of the State's approach to procurement and describes the State's minimum expectations regarding the conduct of its suppliers;
- (b) it has read and aspires to comply with the Supplier Code of Conduct; and
- (c) the expectations set out in the Supplier Code of Conduct are not intended to reduce, alter or supersede any other obligations which may be imposed on the Service Provider, whether under this Agreement or at Law.

23. TERMINATION FOR CONVENIENCE

23.1 The Department may at any time, upon giving seven (7) days' notice in writing to the Service Provider, terminate the Agreement or reduce the scope of Services to be provided under this Agreement.

23.2 If the Department has served a notice under clause 23.1:

- (d) the Service Provider must cease work according to the notice and must immediately do everything possible to mitigate any losses; and
- (e) the Department will only be liable to pay the Service Provider for:
 - (i) the Services carried out prior to the date of termination; and
 - (ii) an amount equal to the unavoidable and substantiated costs incurred by the Service Provider as a direct result of the termination and which the Department assesses as fair and reasonable to cover the reasonable actual costs incurred or committed by the Service Provider (as a binding legal contractual commitment) prior to the date of the notice to terminate,

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provided always that the Service Provider will not be entitled to any other compensation whatsoever in respect of the termination of this Agreement, including for loss of prospective profits or income foregone whether with respect to the Services under this Agreement or otherwise.

- 23.3 The total of all moneys payable by the Department to the Service Provider (pursuant to clause 23.2 or otherwise in connection with this Agreement or the Services) must not exceed the full Fees that would have applied to the Services as provided in Schedule 3 (Payment Terms).
- 23.4 If the Department has served a notice pursuant to clause 23.1, the Service Provider must, on demand by the Department, repay to the Department such monies advanced or paid to the Service Provider in respect of which at the date of such notice, the Service Provider has not yet performed the Services.
- 23.5 On termination of this Agreement the Service Provider must within seven (7) days after receipt of a request by the Department, deliver to the Department all the documents and other material produced by the Service Provider in connection with the Agreement subject to the Service Provider's right to retain working papers as set out in clause 15.6.

24. TERMINATION FOR BREACH

- 24.1 If the Service Provider commits a breach of this Agreement, whether by failing to perform any part of the Services, failing to comply with any requirement or condition of this Agreement or otherwise, the Department must, before exercising any rights the Department may have under this Agreement or otherwise in respect of such a breach, give written notice to the Service Provider specifying the breach and directing its rectification in the period specified in the notice, not being a period less than fourteen (14) days from the date of service of the notice.
- 24.2 The Department may immediately terminate this Agreement or any part of it by notice in writing to the Service Provider if the Service Provider or any of its Personnel involved in the provision of the Services:
- (a) fails to rectify the breach within the period specified in the notice issued under clause 24.1; or
 - (b) commits a material breach of this Agreement and in the reasonable opinion of the Department such breach cannot be remedied; or
 - (c) commits fraud, is dishonest or engages in any other serious misconduct; or
 - (d) commits any act or does anything that may be prejudicial or otherwise detrimental to the reputation of the State; or
 - (e) being a partnership, company or other composite body undergoes a change in its structure which, in the reasonable opinion of the Department, limits the capacity of the Service Provider to provide Services or precludes the Service Provider from carrying out its obligations and duties under this Agreement; or
 - (f) goes into liquidation or a receiver and manager or mortgagee's or chargee's agent is appointed or becomes subject to any form of

insolvency administration or arrangement, or in the case of an individual, becomes bankrupt or enters into a scheme or arrangement with creditors.

- 24.3 Any termination by the Department of the Agreement pursuant to clauses 13.3, 14.3(b) or 24.2 is without prejudice to any other right of the Department, and without liability to pay damages, compensation or any other termination payment other than money properly due to the Service Provider for work performed or Services provided under the Agreement before the termination. In the event of termination under any of those clauses:
- (a) the Service Provider must repay moneys in accordance with clause 23.4 and return documentation and materials in accordance with clauses 23.5 and 15.5; and
 - (b) the Department may withhold payment of Fees that may be payable to the Service Provider pending completion of the Services by some other contractor or persons.
- 24.4 Should the Department incur an additional expense as a result of any breach of this Agreement by the Service Provider, including any expense involved in performing or completing the Services either by the Department or any other party, the amount of such additional expense, together with any other loss sustained by the Department will be a debt due from the Service Provider to the Department and, without prejudice to any other right of the Department, may be deducted from any Fees outstanding to the Service Provider.
- 24.5 If the Department fails to pay any Overdue Amount as defined in clause 5.6 of this Agreement, the Service Provider may:
- (a) issue a demand to the Department clearly stating that the amount has been overdue for a period for at least 30 days; and
 - (b) if the amount due has not been paid within 14 days of service of the Service Provider's demand, terminate this Agreement on 30 days' written notice to the Department.
- 24.6 In the event of termination under clause 24.5, the Service Provider must repay moneys in accordance with clause 23.4 and return documentation and materials in accordance with clauses 23.5 and 15.5 of this Agreement.

25. DISPUTE

- 25.1 If either the Department or the Service Provider considers that there is a dispute or difference arising out of or relating to this Agreement (**Dispute**) the parties may adopt the procedure set out in this clause to resolve the Dispute. Notwithstanding the provisions in this clause, if the Services have not yet been completed, the Service Provider must at all times proceed to complete the Services and perform its obligations without delay.
- 25.2 If the parties agree to adopt the procedures set out in this clause, either party within twenty-eight (28) days of the Dispute arising must send a notice to the other party specifying the detailed particulars of the matters in Dispute and its proposal for their resolution (**Dispute Notice**).

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- 25.3 The Department's Representative (or other person authorised by the Department) and the Service Provider (or its Representative) must meet personally within two (2) working days (or other such period as agreed) after service of the Dispute Notice to attempt to resolve the Dispute on a basis consistent with a wish to retain a long term relationship between the parties.
- 25.4 If the parties are unable to resolve the Dispute within three (3) working days of the meeting referred to in clause 25.3 (or such longer period as may be agreed) the Dispute may, by agreement of the parties, be referred to mediation.
- 25.5 If the parties have agreed to mediation but are unable to agree on the appointment of a mediator (**Mediator**), the Mediator must be appointed by the President of the Law Institute of Victoria.
- 25.6 The Mediator must act as a mediator and not as arbitrator.
- 25.7 Unless otherwise agreed by the parties, the place of resolution of the Dispute will be in Melbourne.
- 25.8 The parties must, unless they agree otherwise, each bear their own costs and must contribute equally to the Mediator's costs.
- 25.9 Neither party may oppose an application for urgent interlocutory relief pending the resolution of a Dispute under this clause 25.

26. SUBCONTRACTORS

- 26.1 The Service Provider must not engage subcontractors to conduct the whole or any part of the Services without the prior written approval of the Department.
- 26.2 If the Department has given written approval and the Service Provider subcontracts the performance of any part of the Services, the Service Provider remains fully responsible for:
- (a) all acts and omissions of its subcontractors as if they were the acts or omissions of the Service Provider; and
 - (b) carrying out the Services and complying with all obligations under this Agreement.

27. INSURANCE

- 27.1 The Service Provider must effect and maintain each of the Required Insurances as set out in Schedule 1 (Agreement Details). The Required Insurances must be with a reputable insurer.

- 27.2 If the Required Insurances includes:

- (a) *professional indemnity insurance*, the Service Provider must maintain the insurance from the date on which it commences the Services until seven (7) years after the Services have been completed or other period as may be accepted by the Department in writing; or

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- (b) *public liability insurance*, the Service Provider must maintain the insurance for the duration of the period in which the Services are provided.

27.3 Upon request by the Department from time to time, the Service Provider must provide proof, by way of certificates of currency or other form as may be agreed by the Department, that the Required Insurances have been effected and maintained.

28. NOTICES

28.1 Any notice required by or permitted under this Agreement will be deemed to be duly served if delivered to:

- (a) the Department at its address for service as set out in Schedule 1 (Agreement Details) or such other address as is notified in writing by the Department.
- (b) the Service Provider at its address for service as set out in Schedule 1 (Agreement Details) or such other address as is notified in writing by the Service Provider to the Department.

28.2 Notices may be delivered by hand, by prepaid mail, or by facsimile or electronic mail and will be deemed to be duly served:

- (a) if delivered by hand, at the time of delivery;
- (b) if sent by post, two business days after the date on which it was posted;
- (c) if sent by facsimile transmission, on receipt by the sender of a transmission report from the despatching machine showing the date of transmission, the relevant number of pages, the correct telephone number of the destination facsimile machine and the result of the transmission as satisfactory; and
- (d) if sent by email, if the message is correctly addressed and successfully transmitted to that Party's email address, at the time that the sender's computer records that transmission was successful.

29. GENERAL

29.1 **(Applicable Laws)** Nothing in this Agreement is intended to affect or restrict in any way, the rights and obligations of parties under any applicable Laws which the parties are not permitted to contract out of, including the *Professional Standards Act 2003* (Vic) and the *Building and Construction Industry Security of Payment Act 2002* (Vic).

29.2 **(Entire Agreement)** This Agreement constitutes the entire agreement between the parties and supersedes all communications, negotiations, arrangements and agreements, whether oral or written, between the parties with respect to the subject matter of this Agreement. If Annexure B (Service Provider's Proposal) contains terms and conditions that are not a description of the Services or how the Services will be carried out, such terms and conditions will not form part of this Agreement.

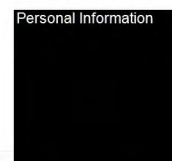
29.3 **(Severance)** Each provision of this Agreement (and each part thereof) will unless the context requires otherwise, be read and construed as a separate

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or severable provision so that if any provision or part thereof is void or otherwise unenforceable for any reason then that provision or part thereof, will be severed and the remainder will be read and construed as if the severable provision or part thereof, had never existed.

- 29.4 **(Waiver)** A waiver by one party of a breach of this Agreement does not constitute a waiver in respect of any other breach of this Agreement, and a party's failure to enforce a provision of this Agreement must not be interpreted to mean that the party no longer regards that provision as binding. A power or right may only be waived in writing, signed by the party to be bound by the waiver.
- 29.5 **(Variation)** No agreement or understanding varying or extending this Agreement including the Fees will be legally binding upon either party unless in writing signed by both parties.
- 29.6 **(Assignment)**
- (a) Subject to clause 29.6(b), the Service Provider must not transfer or assign its rights or novate its obligations under this Agreement without the prior written consent of the Department.
 - (b) The Department may, by notice in writing to the Service Provider, assign its rights, transfer its obligations or novate the Agreement to any Victorian Public Entity in the event of any State government restructure or other re-organisation or change in policy.
- 29.7 **(Retrospectivity)** The parties agree that this Agreement will apply to any services in connection with the Services carried out by the Service Provider prior to the execution of this Agreement, as if those services had been carried out under this Agreement.
- 29.8 **(Timely performance)** Time is of the essence in relation to the provision of Services under this Agreement.
- 29.9 **(Counterparts)** This Agreement including any variations may be executed in counterparts. All counterparts together constitute one instrument.
- 29.10 **(Governing Law & Jurisdiction)** This Agreement will be governed by the laws of the State of Victoria and the parties submit themselves to the jurisdiction of the courts in the State of Victoria.
- 29.11 **(Survival)** Each of clauses 1, 15, 16, 17, 18, 19, 21.1, 23.5, 24.3, 24.4, 27.2 and 29 survive the termination or expiry of this Agreement.

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Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

EXECUTION AND DATE

Executed as an agreement.

Date: / /

Executed by)
for and on behalf of the **State of**)
Victoria)
in the presence of:

Personal Information Digitally signed by Personal Inform
Date: 2020.06.05 13:16:44
+10'00'

Signed

Name of Witness

Signature of Witness ←

Executed by Ikon Services Australia Pty)
Ltd in accordance with section 127 of)
the *Corporations Act 2001* in the)
presence of)

Personal Information

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• _____
Print Name of Director/Company
Secretary

_____ ←
Signature of Director/Company
Secretary

• _____
Print Name of Director

_____ ←
Signature of Director

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Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 1 – AGREEMENT DETAILS

Service Provider Details	Name: Ikon Services Australia Pty Ltd ABN: 25 087 163 120
Service Provider's Representative: (Clause 5.3)	Name: Personal Information Phone: Personal Information
Service Provider's Address for Service: (Clause 22.1)	Postal address 3-9 Wreckyn St, North Melbourne, 3051 Fax: Personal Information Email: Personal@ikonservices.com.au
Department's Representative: (Clause 5.1)	Name: Personal Information Phone: Personal Information
Department's Address for Service: (Clause 22.1)	Postal address: 121 Exhibition Street, Melbourne Fax: Not applicable Email: Personal@ecodev.vic.gov.au
Commencement Date: (Clause 3.1)	13 April 2020
Completion Date: (Clause 3.1)	13 July 2020
Further terms (Clause 3.3)	Three (3) terms of one (1) month. The Department can exercise the option periods in its sole and absolute discretion by giving the Service Provider written notice.
Required Insurances: (Clause 21)	1. <i>Professional indemnity insurance</i> in an amount not less than \$5 million per occurrence. 2. <i>Public liability insurance</i> in an amount not less than \$20 million per occurrence.

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Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 2 – SERVICES

1. The Service Provider must carry out the Services as described at **Annexure A**.
2. The Service Provider must use the below template (or as amended by the Department) for any Reports required under this Agreement:

Service Provider Report

Hotel:	
Address:	
Start Date:	
Total Number of Rooms Cleaned:	
Notes:	
Total Cost:	

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Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 3 – PAYMENT TERMS

1. The Fees payable to the Service Provider in respect of the Services will be calculated on the basis set out below and as governed by clauses 4 and 5.
2. The Service Provider is to submit weekly invoices specifying the number of rooms cleaned at each Site and the rate, for approval by the Department's Representative.

Rates Schedule:

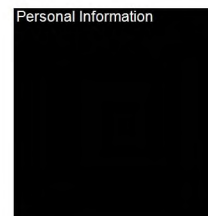
Services	Rate per room
Labour cost	\$144.00 (excl. GST)
Chemical cost	\$26.64 (excl. GST)
Total cost (per room)	\$170.64 (excl. GST)

The total Fees payable to the Service Provider under this Agreement must not exceed \$100,000 including GST without the express written approval of the Department.

3. Subject to clauses 4 and 5 of the Agreement and the terms of this Schedule, the Department will pay the Service Provider within thirty (30) days of the submission of each Tax Invoice specifying in detail (to the satisfaction of the Department) the Services which have been performed and the Fees and expenses incurred in accordance with the Agreement. Each Tax Invoice must be provided by the Service Provider on a weekly basis.

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ANNEXURE A – SERVICES BRIEF

In response to the state of emergency that has been declared in Victoria due to the COVID-19 pandemic, the State of Victoria has agreed to make accommodation, including hotels (collectively call "Hotels"), available to certain Victorians, for the purpose of self-isolation requirements, including to:

- (g) all travellers returning from overseas to Victoria, for an enforced quarantine period of 14-days; and
- (h) health care and associated workers.

The Service Provider must provide cleaning services ("the Services") at Hotels as directed by the Department from time to time

The Services must be provided in accordance with this Agreement including but not limited to in accordance with clauses 6 and 7.

The Services will be provided at rooms within the Hotels where the occupier of the room has had a positive confirmation of COVID-19 ("the Rooms"). The Department must preapprove the scope of the Services in accordance with clause 4 of this Agreement.

The Services will include but not be limited to the following Services:

- (e) cleaning, sanitising and disinfecting of the Rooms in accordance with the latest recommended cleaning standards in relation to COVID-19 and any directions provided by the Department;
- (f) ensuring the Rooms are safe for someone else to occupy without being at risk of infection from COVID-19; and
- (g) the use of a fogging machine within each Room to ensure surfaces are free of bacteria and germs.

Provision of Services generally

The Service Provider must cooperate with and regularly liaise with the Department including but not limited to:

- (f) following all reasonable directions made by the Department;
- (g) immediately notifying the Department of any issues in relation to the provision of the Services, including but not limited to anything which may create a risk (including health risk) to any of the Hotel guests or any other person, such as any occupational health and safety incidents, unavailability of the Service Provider's Personnel, known exposure to or infection of COVID-19 of the Service Provider's Personnel, or circumstances which cast doubt on the fitness of any of the Service Provider's Personnel to provide the Services;
- (h) cooperating with any other contractors of any nature engaged by the Department; and
- (i) providing Reports to the Department as and when requested which will include all information reasonably requested by the Department and be in a form notified by the Department.



Department of Jobs, Precincts and Regions

Agreement for Professional Services

Cleaning Services at Hotel Quarantine Sites

THE STATE OF VICTORIA

as represented by its

DEPARTMENT OF JOBS, PRECINCTS AND REGIONS

AND

AHS HOSPITALITY PTY LTD

ABN 97 100 437 349



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Agreement for Professional Services

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Department of Jobs, Precincts and Regions
Agreement for Professional Services

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ANNEXURE B – DHHS QUARANTINE HOTEL CLEANING PROCEDURE ANNEXURE C – SERVICE PROVIDER’S CLEANING METHODOLOGY

PARTS OF THIS AGREEMENT

This Agreement is made up of the following parts:

- Terms and Conditions
- Schedule 1- Agreement Details
- Schedule 2- Services
- Schedule 3- Payment Terms
- Annexure A- Services Brief
- Annexure B- DHHS Quarantine Hotel Cleaning Procedure
- Annexure C- Service Provider’s Cleaning Methodology

PARTIES

This Agreement is made between and binds the following parties:

The Crown in right of the State of Victoria (**State**) as represented by its Department of Jobs, Precincts and Regions (**Department**).

AND

The service provider as described in Schedule 1 (Agreement Details) to this Agreement (**Service Provider**).

BACKGROUND

- A. The Service Provider, at the request of the Department, has agreed to provide the Services to the Department.
- B. The Department has agreed to engage the Service Provider to provide the Services subject to the terms of this Agreement.
- C. This Agreement is legally binding upon the Service Provider and the Department.

TERMS AND CONDITIONS

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

In this Agreement, unless the context requires otherwise:

Agreement means this agreement and include the schedules and any annexures to it or documents incorporated by reference;

Code of Practice means a code of practice as defined in, and approved under, the Privacy and Data Protection Act 2014 (Vic);

Department of Jobs, Precincts and Regions
Agreement for Professional Services

Commencement Date means the date, if any, set out in Schedule 1 (Agreement Details);

Completion Date means the date set out in Schedule 1 (Agreement Details) as may be extended by the Department under clause 3;

Contract Intellectual Property means any and all Intellectual Property Rights incorporated or comprised in any materials created by or on behalf of the Service Provider in the course of providing the Services but does not include the Service Provider's internal working documents;

Contract Publishing System means the system of the Victorian Government for publication of details of contracts entered into by Victorian Government departments, bodies and agencies, including any replacement or amended system;

Data means all data, information, text, drawings, statistics, analysis, datasets or databases and other materials embodied in any form which is:

- (a) supplied by or on behalf of the Department in connection with this Agreement (**Input Data**); or
- (b) generated, placed, stored, processed, retrieved, printed, accessed or produced utilising the Input Data, the Services, or the deliverables;

Department's Representative means the person set out in Schedule 1 (Agreement Details) or the person from time to time acting in his or her position or nominee in his or her absence as the representative of the Department for the purposes of this Agreement;

Fees means the moneys to be paid to the Service Provider in consideration for performance of the Services as designated in Schedule 3 (Payment Terms);

GST means any tax imposed under the GST Law and includes GST within the meaning of the *GST Act*;

GST Act means the *A New Tax System (Goods and Services Tax) Act 1999* (Commonwealth) as amended;

GST Law means the GST Law as defined in the *GST Act* and includes any Act of the Parliament of Australia that imposes or deals with GST;

Health Privacy Principles means the principles so identified and set out in the *Health Records Act 2001* (Vic);

IBAC means the commission established under the *Independent Broad-based Anti-corruption Commission Act 2011* (Vic) and includes any other organisation that may, from time to time, perform the functions of the commission;

Information Privacy Principles means the principles so identified and set out in the *Privacy and Data Protection Act 2014* (Vic);

Intellectual Property Rights includes all present and future copyright and neighbouring rights, all proprietary rights in relation to inventions (including patents), registered and unregistered trademarks, confidential information (including trade secrets and know how), registered designs, circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields;

Laws means:

- (a) the law in force in the State and the Commonwealth of Australia, including common law, legislation and subordinate legislation; and

Department of Jobs, Precincts and Regions
Agreement for Professional Services

- (b) ordinances, regulations and by-laws of relevant government, semi-government or local authorities;

Personnel of a party includes the officers, employees, agents, contractors and sub-contractors of that party;

Protective Data Security Standard means any standard issued under Part 4 of the Privacy and Data Protection Act 2014 (Vic);

Pre-Existing Intellectual Property means any and all Intellectual Property Rights in any works, items or systems which are the property of the Service Provider and which existed in substantially the same form and with substantially the same contents prior to the commencement of the provision of the Services;

Report means a report detailing any information reasonably required by the Department, in the form set out in Schedule 2 to this Agreement, or as otherwise directed by the Department;

Required Insurances means each of the insurances, if any, described in Schedule 1 (Agreement Details);

Scope means the number of rooms that will be cleaned, in accordance with this Agreement, at each Site;

Site means a location where the Services will be performed, as notified by the Department;

Services means the services described in Schedule 2 (Services);

Service Provider's Representative means the person set out in Schedule 1 (Agreement Details) as the representative of the Service Provider for the purposes of this Agreement;

Supplier Code of Conduct means the Code of Conduct issued by the Victorian Government for suppliers providing goods or services to the Victorian Government (as amended from time to time);

Tax Invoice has the same meaning as in the *GST Act*;

Term means period from the Commencement Date until the Completion Date as may be extended by the Department under clause 3;

Victorian Public Entity means:

- (a) a public sector body as defined in section 4 of the *Public Administration Act 2004* (Vic);
- (b) a statutory corporation, a State owned company, a State body or a State business corporation as those terms are defined in the *State Owned Enterprises Act 1992* (Vic);
- (c) a "Council" as defined in the *Local Government Act 1989* (Vic); or
- (d) an entity which receives the majority of its funding from any of the entities listed in paragraphs (a) to (c) or any entity under the control of any of the entities listed in paragraphs (a) to (c); and

VPSC Code of Conduct means the Code of Conduct for Victorian Public Sector Employees 2015, unless the Services are services of a kind usually provided by directors of Victorian Public Entities, in which case it means the Code of Conduct for Directors of Victorian Public Entities 2016 (each as issued by the Victorian Public Sector Commission pursuant to section 61 of

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the *Public Administration Act 2004* (Vic) and as amended or replaced from time to time.)

1.2 Interpretation

In this Agreement, unless the context requires otherwise:

- (a) words denoting the singular include the plural and vice versa;
- (b) words denoting one gender (including neutral pronouns) include the others;
- (c) "dollars" or "\$" is a reference to the lawful currency of Australia;
- (d) the words "include", "includes" or "including" are to be read as if followed by the words "without limitation";
- (e) words denoting persons include a partnership and a body whether corporate or otherwise;
- (f) references to a recital, clause, schedule or annexure is a reference to a recital, clause, schedule or annexure to this Agreement;
- (g) a cross-reference to a clause number is a reference to all its sub-clauses;
- (h) the annexures and schedules to this Agreement and any documents included by reference in this Agreement must be incorporated into and be read and construed as part of this Agreement;
- (i) if a word is defined, other parts of speech and grammatical forms have corresponding meanings;
- (j) "document" has the same meaning as given in the *Evidence Act 1958* (Vic) as amended from time to time;
- (k) references to a party to this Agreement includes the executors, administrators, successors and permitted assigns of that party;
- (l) if a party to this Agreement consists of more than one person those persons must be jointly and severally bound under this Agreement;
- (m) any remedy, power or entitlement given to the Department in any clause of this Agreement is in addition to any remedy, power or entitlement which the Department may have under any other clause or clauses of this Agreement or under any Law;
- (n) clause headings are for convenience of reference only and have no effect in limiting or extending the language of the provisions to which they refer;
- (o) in the interpretation of these terms, no rule of construction will apply to a clause to the disadvantage a party because that party put forward the clause or any part of that clause or would otherwise benefit from it; and
- (p) any ambiguity or inconsistency in the documents comprising this Agreement must be referred to the Department's Representative who will determine the interpretation that prevails.

1.3 Precedence of documents

To the extent of any inconsistency, the documents comprising this Agreement must be read in the following order of precedence:

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- (a) these terms and conditions;
- (b) Schedule 1 (Agreement Details);
- (c) Schedule 2 (Services);
- (d) Schedule 3 (Payment Terms);
- (e) Annexure A (Services Brief); and
- (f) the remaining Schedules and Annexures to this Agreement.

2. SERVICES

- 2.1 The Service Provider must provide the Services to the Department on a non-exclusive basis, in accordance with the terms of this Agreement and any reasonable directions given by the Department from time to time.
- 2.2 In performing its obligations under this Agreement, the Service Provider must:
- (a) provide the Services in a timely and efficient manner exercising due care, skill and judgement and at all times act in accordance with professional principles and the standards of a competent professional provider of services similar to the Services;
 - (b) promptly notify the Department as soon as it becomes aware of any delay or possible delay in providing the Services in accordance with this Agreement;
 - (c) ensure that the Services are adequate and suitable for the purposes for which they are required; and
 - (d) use appropriately skilled and qualified Personnel to provide the Services.

3. TERM

- 3.1 Subject to the provisions of this Agreement the Service Provider must:
- (a) commence the Services by the Commencement Date and complete the Services by the Completion Date; and
 - (b) submit all reports and complete the particular tasks which constitute part of the Services on or before any dates specified in this Agreement for submission of reports or completion of tasks.
- 3.2 The Department may, in its absolute discretion, extend the dates for the submission of reports or the completion of tasks.
- 3.3 The Department may in its absolute discretion, by notice in writing to the Service Provider, extend the Completion Date.
- 3.4 Unless otherwise agreed in writing by the Department, an extension to the dates for submission of reports or the completion of tasks, or the Completion Date under this clause 3 will not entitle the Service Provider to claim an adjustment to the Fees or relieve the Service Provider of its obligations under this Agreement.

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4. Scope and approval of Services

- 4.1 Prior to the Service Provider delivering the Services at any particular Site, the Department must approve in writing the Scope of Services for that Site.
- 4.2 The Department may at any time increase or decrease the Scope of the Services at its absolute discretion and any changes in Scope proposed by the Service Provider must be preapproved by the Department in writing.
- 4.3 The Department will only pay for Services that it has approved in accordance with clauses 4.1 and 4.2.
- 4.4 The Service Provider must provide a Report to the Department in relation to the Services provided at each Site whenever there is a change in Scope and as and when requested by the Department.

5. PAYMENT

- 5.1 In consideration of the performance by the Service Provider of its obligations arising under this Agreement, and subject to:
- (a) the Department being satisfied with the manner in which the Services are being provided; and
 - (b) the Services having been approved by the Department in accordance with clause 4;

the Department will pay the Fees to the Service Provider for the Services in accordance with the terms set out in Schedule 3 (Payment Terms).

- 5.2 Unless expressly provided otherwise in Schedule 3 (Payment Terms), the Fees are inclusive of GST (if any) and of all costs and expenses that may be incurred by the Service Provider, whether foreseen or unforeseen including insurance, duties, imposts and taxes.
- 5.3 Invoices must comply with the requirements of the GST Law (as a Tax Invoice) and must, unless inconsistent with the GST Law, specify:
- (a) the name of the Department's Representative and the Department's reference number;
 - (b) the Fees due to the Service Provider and the basis for their calculation;
 - (c) the amount of any GST paid or payable by the Service Provider with respect to the Fees;
 - (d) the date of delivery of the Services to which the invoice relates;
 - (e) a description (including quantity where relevant) of the Services delivered;
 - (f) if a discount is applicable, the discounted price; and
 - (g) the Service Provider's address for payment.

- 5.4 Payment of an invoice is not:

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- (a) evidence or an admission that the Services have been provided in accordance with the Agreement;
- (b) evidence of the value of the Services;
- (c) an admission that the Services invoiced were satisfactorily performed or the expenses reimbursed properly incurred;
- (d) an admission of liability; or
- (e) acceptance or approval of the Service Provider's performance,
- but must be taken only as a payment on account.
- 5.5 The Department may set off against any sum owing to the Service Provider any amount owing by the Service Provider to the Department.
- 5.6 The Department will, on receipt of a written notice from the Service Provider, to be clearly headed "Fair Payments Policy – Penalty Interest Claim", pay simple interest on any Overdue Amount (for the period from the date of receipt of the notice until the date of payment) at the rate for the time being fixed under section 2 of the *Penalty Interest Rates Act 1983* (Vic).
- 5.7 For the purposes of clauses 5.6 and 24.5, "Overdue Amount" means an amount (subject to clauses 5.5 and 5.8) that has been outstanding for more than thirty (30) days from the date of receipt by the Department of the Tax Invoice properly rendered by the Service Provider and:
- (a) that is due and owing under that invoice; and
- (b) that is not disputed by the Department within thirty (30) days of the receipt of the invoice. A dispute of an invoice under this clause may relate to:
- (i) the amount owing; or
- (ii) the adequacy of the Services provided for which payment has been sought.
- 5.8 The Department will, from the date of resolution of any dispute for which payment has been delayed under clause 5.7(b), have a further thirty (30) days in which to pay the amount agreed or determined to be owing to the Service Provider, after which time, such amount will be deemed to be an "Overdue Amount" for the purposes of clause 5.6 and the Service Provider may serve a notice to the Department in accordance with clause 5.6.
- 5.9 No interest will be payable under clause 5.6 unless the written notice is received by the Department within thirty (30) days from the expiration of the thirty (30) day period stated in clause 5.7.
- 5.10 The Service Provider's written notice under clause 5.6 must be addressed and delivered in accordance with the provisions of clause 28 of this Agreement to the Department's Representative.
- 5.11 Sub-clauses 5.6, 5.7, 5.8, 5.9 and 5.10, apply only if:

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- (a) the Victorian Government Fair Payments Policy is applicable to this Agreement;
- (b) the Fees do not exceed \$3,000,000; and
- (c) the *Building and Construction Industry Security of Payment Act 2002* (Vic) is not applicable to this Agreement.

6. Equipment

- 6.1 Except as otherwise agreed in writing by the Department, the Service Provider must provide any and all equipment necessary for the performance and maintenance (where appropriate) of the Services and its obligations under this Agreement, including all necessary personal protective equipment to be worn by Service Provider Personnel in accordance with the relevant public health standards including but not limited to in relation to COVID-19.

7. Service Provider Personnel training

- 7.1 The Service Provider acknowledges and agrees that it and its Personnel, while delivering the Services, are likely to come into contact with people and/or surfaces who have or may potentially have COVID-19.
- 7.2 The Service Provider must (at its cost) and will be responsible for ensuring that before the Service Provider's Personnel perform the Services they receive:
- (a) adequate training in security, workplace health and safety, customer service and risk management, including but not limited to, in relation to COVID-19;
 - (b) and meet all relevant safety induction requirements for the Sites; and
 - (c) and complete (in addition to the above) the Australian Government Department of Health COVID-19 infection control training module, or any and all other COVID-19 awareness training as directed by the Department,

and the Service Provider must ensure that quality management systems, which at a minimum include consideration of the issues listed above, are maintained during the term of the Agreement.

8. Replacement of Service Provider Personnel

- 8.1 The Service Provider must remove any of its Personnel from the provision of Services at a given Site, or generally, if directed to do so in writing by the Department. The Department may make such direction if the relevant individual:
- (a) has been involved in any illegal conduct, or has consistently breached policies, procedures and guidelines applicable to the Site or locations at which he or she provides the Services;
 - (b) in the reasonable opinion of the Department:
 - a. is or has become incapable of efficiently performing his or her duties;

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- b. is not, or becomes a person who is not, suitable to be involved in the provision of the Services, either at the relevant Site or generally; or
- c. is or becomes a person whom it would not be in the public interest for the Service Provider or the Department to engage or be associated with; or
- d. has, or becomes likely to acquire, a criminal record.

8.2 Where the Department makes a direction for reasons specified in the above sub-clause, such direction will contain particulars of such reasons, but, unless there is manifest error, such particulars may not be disputed or challenged by the Service Provider, and the direction is legally binding. Subject to clause 8.3, the Service Provider must make such adjustments or amendments to its Personnel delivering the Services to reflect the Department's direction.

8.3 If an individual is the subject of a direction made by the Department under clause 8.1, the Service Provider must procure that such individual departs the Site(s) at which he or she is providing Services that are the subject of that direction, and does not return to such Site(s), unless he or she has the Department's written consent to do so.

9. Business continuity plan

9.1 The Service Provider must have a business continuity plan in place that includes:

- 9.1.1 contingency arrangements should any Service Provider Personnel become unavailable during the provision of the Services, including in accordance with clause 8; and
- 9.1.2 consideration of occupational health and safety for all Service Provider Personnel, if there is exposure or infection of COVID-19.

10. Drug and alcohol testing

10.1 The Department may require that Service Provider Personnel agree to submit to drug and/or alcohol testing.

10.2 The Service Provider will ensure that all Service Provider Personnel have consented to such testing. To the extent that Service Provider Personnel have not consented to testing, the Service Provider must not allow those Service Provider Personnel to be involved in performing Services.

11. REPRESENTATIVES

11.1 The Department appoints the Department's Representative, as the person with whom the Service Provider or the Service Provider's Representative is to consult at all times and whose instructions, requests and decisions are, subject to clause 11.2, binding upon the State as to all matters pertaining to this Agreement.

11.2 The powers and functions of the Department under clauses 13.3, 14.3(b), 23.1, 24.2, 29.4, 29.5 and 29.6 must be carried out by the relevant Minister,

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the signatory to this Agreement for the Department or person acting in the equivalent position to the signatory or any person senior in line management.

- 11.3 The Service Provider appoints the Service Provider's Representative as the person with whom the Department or the Department's Representative is to consult at all times and whose decisions are binding upon the Service Provider as to all matters pertaining to this Agreement.

12. REVIEW AND CONSULTATION

- 12.1 The Service Provider must:

- (a) supply to the Department such documents and information with respect to the progress of the Services as it may from time to time require;
- (b) provide the Department such information reasonably required for supervising or reviewing the provision of the Services;
- (c) co-operate with the Department, its employees, subcontractors and agents in relation to the provision of the Services; and
- (d) co-operate with other persons authorised by the State to carry out work or assist in any way in connection with the Services.

- 12.2 Nothing in clause 12.1 limits the Service Provider's obligations under this Agreement.

13. PERSONAL SERVICES

- 13.1 If the Department and the Service Provider have agreed in writing (as set out in this Agreement or otherwise) that some or all of the Services are to be performed by a specified person or persons, then:

- (a) the Service Provider must ensure that the Services or that part of the Services is performed by the person or persons specified; and
- (b) the Service Provider may only remove or replace such persons with the consent of the Department which will not be unreasonably withheld.

- 13.2 The Department reserves the right to require the removal or replacement at any time on fourteen (14) days' notice without giving any reason, of any person working for or provided by the Service Provider who, in the reasonable opinion of the Department, does not perform in a satisfactory manner or is otherwise considered unacceptable. Such removal or replacement in accordance with this clause or any withholding of approval by the Department of the Service Provider's proposed replacement personnel must not limit the Service Provider's obligations under this Agreement.

- 13.3 If the Service Provider, pursuant to exercising its right under clause 13.1(b), is unable to provide replacement personnel reasonably acceptable to the Department within sufficient time to enable the Service Provider to complete the Services as provided for by this Agreement, then the Department may terminate the Agreement upon seven (7) days written notice whereupon clauses 24.3 and 24.4 will apply.

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14. CONFLICT OF INTEREST

- 14.1 The Service Provider warrants that to the best of its knowledge and belief having made all diligent inquiries, no conflict of interest exists in relation to this Agreement or is likely to arise during the Term.
- 14.2 The Service Provider must promptly inform the Department of any matter connected with this Agreement that may give rise to an actual or potential conflict of interest at any time during the Term.
- 14.3 Should the Service Provider inform the Department of an actual or potential conflict of interest or the Department otherwise becomes aware of an actual or potential conflict of interest, the Department may:
- (a) by written notice to the Service Provider, seek the prompt removal of that conflict with the failure to do so constituting a breach of this Agreement; and/or
 - (b) immediately terminate this Agreement by notice in writing, whereupon the provisions of clauses 24.3 and 24.4, will apply.
- 14.4 Information provided by the Service Provider under clause 14.2 will be treated as commercial-in-confidence by the Department.

15. CONFIDENTIALITY

- 15.1 The Service Provider must not communicate, publish or release or permit the communication, publication or release of any information, data or document acquired, collated or developed for or in connection with the Services except:
- (a) to the Department;
 - (b) for the purpose of or in connection with the performance of the Service Provider's obligations pursuant to the terms of this Agreement;
 - (c) to the Service Provider's lawyers or other professional advisers that are under a duty of confidentiality;
 - (d) where the information disclosed is already in the public domain other than due to a breach of this Agreement; or
 - (e) where the disclosure is required by Law.
- 15.2 The Service Provider must, if requested by the Department, procure from the persons employed or engaged by it to perform the Services a like undertaking of confidentiality to that contained in clause 15.1.
- 15.3 Where in the conduct of, or for the purposes of, the Services the Service Provider desires to engage the services of another party, not being an employee or agent of the Service Provider, and it is necessary for the purposes of that engagement to disclose information the subject of clause 15.1 to that other party, no such disclosure may be made unless:
- (a) that other party undertakes to the Department that it will maintain the confidentiality of the information in like terms to that required by clause 15.1; and

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(b) the consent in writing of the Department is first obtained.

15.4 The Service Provider will be responsible for and must take all reasonable measures to ensure the security of the information referred to in clause 15.1 for so long as that information is or should properly be within its control, and in so doing must ensure that at all times it is protected from access, use or misuse, damage or destruction by any person not authorised by this Agreement to have access to that information.

15.5 On or before the expiry of the Term, the Service Provider if so directed by the Department must subject to clause 15.6:

- (a) deliver to the Department all information, documents and other material received from or through the Department;
- (b) delete and render irrecoverable any form of electronic or other record and information or program and shred and dispose of all documents and materials whether original or copy that were created, collected or otherwise received in the course of this Agreement or pursuant to its terms and which contain:
 - (i) details relating to the formulation of government policy or otherwise in relation to the deliberative processes involved in the functions of the Department or State Government agency or Minister;
 - (ii) details regarding the personal affairs of any person;
 - (iii) details regarding the commercial operations of the Department, State or other entity;
 - (iv) information relating to litigation, a dispute or potential litigation or dispute;
 - (v) information conveyed in confidence or which by its nature would reasonably be regarded as confidential; or
 - (vi) any information that would be exempt from release (if in the possession of the Department) within the meaning of the *Freedom of Information Act 1982* (Vic).

15.6 The Service Provider may, for its own internal purposes, retain its internal working documents prepared in connection with the Services and a copy of the reports, advice and other deliverables provided to the Department in accordance with this Agreement, subject to maintaining the confidentiality obligations set out in this clause 15.

15.7 The Service Provider consents to the Department publishing or otherwise making available information in relation to the Service Provider (and the provision of Services):

15.7.1 as may be required to comply with the Contract Publishing System;

15.7.2 to other Victorian Public Entities or Ministers of the State regarding the use of the Services;

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- 15.7.3 to any public sector agency (or the State, any other state or territory or the Commonwealth) for the purposes of benchmarking, provided that it will not identify the Service Provider;
- 15.7.4 to the office of the Auditor General appointed under section 94A of the *Constitution Act 1975* (Vic) or the ombudsman appointed under the *Ombudsman Act 1973* (Vic);
- 15.7.5 to comply with the Law, including the *Freedom of Information Act 1982* (Vic); or
- 15.7.6 to IBAC.

16. INTELLECTUAL PROPERTY AND MORAL RIGHTS

- 16.1 The Service Provider warrants to the Department that it is entitled to use and deal with any Intellectual Property Rights which may be used by it in connection with the provision of the Services. The Service Provider further warrants that it has the authority to sub-licence the Contract Intellectual Property, including any third party Intellectual Property Rights which may be used in connection with the provision of the Services.
- 16.2 Subject to clause 16.5, the ownership of any Contract Intellectual Property shall vest in the Service Provider upon the time of its creation. The Service Provider hereby irrevocably and unconditionally grants to the Department, free of additional charge, a non-exclusive, worldwide, perpetual, transferable licence (including the right to sublicense) to use, reproduce, adapt, modify, publish, distribute and communicate any Contract Intellectual Property for any purpose of the State except commercial exploitation.
- 16.3 Subject to clause 16.4, the Service Provider hereby irrevocably and unconditionally grants to the Department, free of additional charge, a non-exclusive, worldwide licence to use any Pre-Existing Intellectual Property to the extent that such Pre-Existing Intellectual Property forms part of or is integral to, any works or other item created by the Service Provider for the Department in connection with the provision of the Services under this Agreement or the creation of any Contract Intellectual Property.
- 16.4 The licence granted to the Department in clause 16.3 is limited to use of the relevant Pre-Existing Intellectual Property by the Department for the purposes of the State.
- 16.5 The ownership of Data, including any Intellectual Property Rights in the Data, shall vest in the Department upon the time of its creation. The Service Provider must only use the Data to the extent necessary to perform its obligations under this Agreement.
- 16.6 The Service Provider warrants that it will use its best endeavours to procure a written consent from all necessary authors to the Department exercising its rights in the Data, Pre-Existing Intellectual Property or Contract Intellectual Property in a manner that, but for the consent, would otherwise infringe the moral rights of those authors.

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17. NEGATION OF EMPLOYMENT

- 17.1 The Service Provider is engaged as an independent contractor and nothing in this Agreement will be deemed to constitute the Service Provider as an agent or employee of the Department, and the Service Provider will not have any authority to incur and must not incur any obligation or make or purport to make any representation on behalf of the Department except with the express written instructions of the Department.
- 17.2 The Service Provider is responsible for all matters requisite as employer or otherwise in relation to any employees, contractors, subcontractors, agents and other third parties who are engaged by the Service Provider.

18. INDEMNITY AND RELEASE

- 18.1 The Service Provider releases and indemnifies, and will at all times keep the Department and each of its Personnel indemnified, against any liability, loss, damages, cost or expense (including legal and settlement costs determined on a full indemnity basis) incurred by the Department arising out of, or in any way connected with:

- (a) personal injury, including sickness and death (including but not limited to in relation to exposure to or infection from COVID-19);
- (b) any threatening behaviour experienced by the Service Provider's Personnel while carrying out the Services;
- (c) property damage;
- (d) the loss or corruption of Data; or
- (e) third party claims (including but not limited to in relation to exposure to or infection from COVID-19);

caused, contributed to or brought about by an act or omission of the Service Provider or any of its Personnel, including without limitation:

- (f) wilful misconduct;
- (g) a negligent or unlawful act or omission;
- (h) fraud;
- (i) a breach of Data security or physical security;
- (j) a breach of this Agreement;
- (k) a breach of an obligation of confidence or privacy (whether arising under this Agreement or otherwise); or
- (l) an infringement or alleged infringement of the Intellectual Property Rights or other rights of a third party.

- 18.2 The Service Provider's liability to indemnify the Department under clause 18.1 is reduced to the extent that any wilful, unlawful or negligent act or omission of the Department or its Personnel contributed to the liability, loss, damage, cost or expense.

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19. RECORDS

19.1 The Service Provider must, for a period of seven (7) years after the Services have been completed:

institute and maintain proper books of account and operating records necessary to afford a correct record and explanation of all claims for payment made by the Service Provider under this Agreement and all expenditure by the Service Provider of moneys received by it from the Department under this Agreement; and

permit the Department's Representative or any person authorised by the Department access at all reasonable times to:

- (i) all relevant operating records necessary to establish that all claims for payment made by the Service Provider and all moneys paid to the Service Provider under the terms of this Agreement are or have been properly accounted for; and
- (ii) any documents produced in connection with the Services.

19.2 The Service Provider must cooperate with any person referred to in clause 19.10 to ensure an effective review and/or inspection can be conducted and must provide any information in the possession or control of the Service Provider reasonably sought by such person concerning the performance of the Services.

20. COMPLIANCE WITH LAWS AND POLICIES

20.1 The Service Provider must observe all Laws and such relevant State Government policies as may be notified by the Department to the Service Provider, including without limitation all laws affecting or applicable to the provision of the Services by the Service Provider and the "Local Jobs First Policy" (if applicable).

20.2 If the Service Provider is performing functions and duties on behalf of the Department, and the Service Provider or any of its employees, contractors, subcontractors or agents are based at the Department's premises, the Service Provider must (and must ensure that its Personnel), throughout the Term, observe the VPSC Code of Conduct and such other relevant State Government policies as may be notified by the Department to the Service Provider, and comply with any lawful directions of the Department or its Personnel.

20.3 The Service Provider acknowledges that the Department requires continuity in the provision of the Services throughout the Term. The Service Provider must maintain all reasonable business continuity management measures to ensure continuity of the Services. If requested by the Department, the Service Provider must demonstrate the measures implemented by the Service Provider to ensure continuity of the Services including promptly providing a copy of the Service Provider's business continuity plan, disaster recovery plan and any other relevant documents.

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21. PRIVACY AND DATA PROTECTION

- 21.1 The Service Provider acknowledges and agrees that it will be bound by the Information Privacy Principles, Health Privacy Principles and/or any applicable code of practice as the Department may have approved under the *Privacy and Data Protection Act 2014 (Vic)* (together the **Privacy Obligations**) with respect to any act done or practice engaged in by the Service Provider for the purposes of this Agreement in the same way and to the same extent as the Department would have been bound by the Privacy Obligations in respect of that act or practice had it been directly done or engaged in by the Department.
- 21.2 The Service Provider agrees that it will keep confidential any Personal Information (as defined in the *Privacy and Data Protection Act 2014*) or Health Information (as defined in the *Health Records Act 2001*) that comes into its possession or the possession of its Personnel.
- 21.3 The Service Provider must, on request of the Department, ensure that any or all of its Personnel complete a personal undertaking relating to confidentiality, in a form provided by the Department.
- 21.4 The Service Provider acknowledges and agrees that it will be bound by the Protective Data Security Standards and will not do any act or engage in any practice that contravenes a Protective Data Security Standard in respect of any Data collected, held, used, managed, disclosed or transferred by the Service Provider, on behalf of the Department, under or in connection with this Agreement.

22. SUPPLIER CODE OF CONDUCT

- 22.1 The Service Provider acknowledges that:
1. the Supplier Code of Conduct is an important part of the State's approach to procurement and describes the State's minimum expectations regarding the conduct of its suppliers;
 2. it has read and aspires to comply with the Supplier Code of Conduct; and
 3. the expectations set out in the Supplier Code of Conduct are not intended to reduce, alter or supersede any other obligations which may be imposed on the Service Provider, whether under this Agreement or at Law.

23. TERMINATION FOR CONVENIENCE

- 23.1 The Department may at any time, upon giving seven (7) days' notice in writing to the Service Provider, terminate the Agreement or reduce the scope of Services to be provided under this Agreement.
- 23.2 If the Department has served a notice under clause 23.1:
4. the Service Provider must cease work according to the notice and must immediately do everything possible to mitigate any losses; and
- the Department will only be liable to pay the Service Provider for:

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- (i) the Services carried out prior to the date of termination; and
- (ii) an amount equal to the unavoidable and substantiated costs incurred by the Service Provider as a direct result of the termination and which the Department assesses as fair and reasonable to cover the reasonable actual costs incurred or committed by the Service Provider (as a binding legal contractual commitment) prior to the date of the notice to terminate,

provided always that the Service Provider will not be entitled to any other compensation whatsoever in respect of the termination of this Agreement, including for loss of prospective profits or income foregone whether with respect to the Services under this Agreement or otherwise.

- 23.3 The total of all moneys payable by the Department to the Service Provider (pursuant to clause 23.2 or otherwise in connection with this Agreement or the Services) must not exceed the full Fees that would have applied to the Services as provided in Schedule 3 (Payment Terms).
- 23.4 If the Department has served a notice pursuant to clause 23.1, the Service Provider must, on demand by the Department, repay to the Department such monies advanced or paid to the Service Provider in respect of which at the date of such notice, the Service Provider has not yet performed the Services.
- 23.5 On termination of this Agreement the Service Provider must within seven (7) days after receipt of a request by the Department, deliver to the Department all the documents and other material produced by the Service Provider in connection with the Agreement subject to the Service Provider's right to retain working papers as set out in clause 15.6.

24. TERMINATION FOR BREACH

- 24.1 If the Service Provider commits a breach of this Agreement, whether by failing to perform any part of the Services, failing to comply with any requirement or condition of this Agreement or otherwise, the Department must, before exercising any rights the Department may have under this Agreement or otherwise in respect of such a breach, give written notice to the Service Provider specifying the breach and directing its rectification in the period specified in the notice, not being a period less than fourteen (14) days from the date of service of the notice.
- 24.2 The Department may immediately terminate this Agreement or any part of it by notice in writing to the Service Provider if the Service Provider or any of its Personnel involved in the provision of the Services:
 - (a) fails to rectify the breach within the period specified in the notice issued under clause 24.1; or
 - (b) commits a material breach of this Agreement and in the reasonable opinion of the Department such breach cannot be remedied; or
 - (c) commits fraud, is dishonest or engages in any other serious misconduct; or
 - (d) commits any act or does anything that may be prejudicial or otherwise detrimental to the reputation of the State; or

Department of Jobs, Precincts and Regions
Agreement for Professional Services

- (e) being a partnership, company or other composite body undergoes a change in its structure which, in the reasonable opinion of the Department, limits the capacity of the Service Provider to provide Services or precludes the Service Provider from carrying out its obligations and duties under this Agreement; or
- (f) goes into liquidation or a receiver and manager or mortgagee's or chargee's agent is appointed or becomes subject to any form of insolvency administration or arrangement, or in the case of an individual, becomes bankrupt or enters into a scheme or arrangement with creditors.
- 24.3 Any termination by the Department of the Agreement pursuant to clauses 13.3, 14.3(b) or 24.2 is without prejudice to any other right of the Department, and without liability to pay damages, compensation or any other termination payment other than money properly due to the Service Provider for work performed or Services provided under the Agreement before the termination. In the event of termination under any of those clauses:
- (a) the Service Provider must repay moneys in accordance with clause 23.4 and return documentation and materials in accordance with clauses 23.5 and 15.5; and
- (b) the Department may withhold payment of Fees that may be payable to the Service Provider pending completion of the Services by some other contractor or persons.
- 24.4 Should the Department incur an additional expense as a result of any breach of this Agreement by the Service Provider, including any expense involved in performing or completing the Services either by the Department or any other party, the amount of such additional expense, together with any other loss sustained by the Department will be a debt due from the Service Provider to the Department and, without prejudice to any other right of the Department, may be deducted from any Fees outstanding to the Service Provider.
- 24.5 If the Department fails to pay any Overdue Amount as defined in clause 5.6 of this Agreement, the Service Provider may:
- (a) issue a demand to the Department clearly stating that the amount has been overdue for a period for at least 30 days; and
- (b) if the amount due has not been paid within 14 days of service of the Service Provider's demand, terminate this Agreement on 30 days' written notice to the Department.
- 24.6 In the event of termination under clause 24.5, the Service Provider must repay moneys in accordance with clause 23.4 and return documentation and materials in accordance with clauses 23.5 and 15.5 of this Agreement.

25. DISPUTE

- 25.1 If either the Department or the Service Provider considers that there is a dispute or difference arising out of or relating to this Agreement (**Dispute**) the parties may adopt the procedure set out in this clause to resolve the Dispute. Notwithstanding the provisions in this clause, if the Services have not yet

Department of Jobs, Precincts and Regions
Agreement for Professional Services

been completed, the Service Provider must at all times proceed to complete the Services and perform its obligations without delay.

- 25.2 If the parties agree to adopt the procedures set out in this clause, either party within twenty-eight (28) days of the Dispute arising must send a notice to the other party specifying the detailed particulars of the matters in Dispute and its proposal for their resolution (**Dispute Notice**).
- 25.3 The Department's Representative (or other person authorised by the Department) and the Service Provider (or its Representative) must meet personally within two (2) working days (or other such period as agreed) after service of the Dispute Notice to attempt to resolve the Dispute on a basis consistent with a wish to retain a long term relationship between the parties.
- 25.4 If the parties are unable to resolve the Dispute within three (3) working days of the meeting referred to in clause 25.3 (or such longer period as may be agreed) the Dispute may, by agreement of the parties, be referred to mediation.
- 25.5 If the parties have agreed to mediation but are unable to agree on the appointment of a mediator (**Mediator**), the Mediator must be appointed by the President of the Law Institute of Victoria.
- 25.6 The Mediator must act as a mediator and not as arbitrator.
- 25.7 Unless otherwise agreed by the parties, the place of resolution of the Dispute will be in Melbourne.
- 25.8 The parties must, unless they agree otherwise, each bear their own costs and must contribute equally to the Mediator's costs.
- 25.9 Neither party may oppose an application for urgent interlocutory relief pending the resolution of a Dispute under this clause 25.

26. SUBCONTRACTORS

- 26.1 The Service Provider must not engage subcontractors to conduct the whole or any part of the Services without the prior written approval of the Department.
- 26.2 If the Department has given written approval and the Service Provider subcontracts the performance of any part of the Services, the Service Provider remains fully responsible for:
- (a) all acts and omissions of its subcontractors as if they were the acts or omissions of the Service Provider; and
 - (b) carrying out the Services and complying with all obligations under this Agreement.

27. INSURANCE

- 27.1 The Service Provider must effect and maintain each of the Required Insurances as set out in Schedule 1 (Agreement Details). The Required Insurances must be with a reputable insurer.
- 27.2 If the Required Insurances includes:

Department of Jobs, Precincts and Regions
Agreement for Professional Services

- (a) *professional indemnity insurance*, the Service Provider must maintain the insurance from the date on which it commences the Services until seven (7) years after the Services have been completed or other period as may be accepted by the Department in writing; or
- (b) *public liability insurance*, the Service Provider must maintain the insurance for the duration of the period in which the Services are provided.

27.3 Upon request by the Department from time to time, the Service Provider must provide proof, by way of certificates of currency or other form as may be agreed by the Department, that the Required Insurances have been effected and maintained.

28. NOTICES

28.1 Any notice required by or permitted under this Agreement will be deemed to be duly served if delivered to:

- (a) the Department at its address for service as set out in Schedule 1 (Agreement Details) or such other address as is notified in writing by the Department.
- (b) the Service Provider at its address for service as set out in Schedule 1 (Agreement Details) or such other address as is notified in writing by the Service Provider to the Department.

28.2 Notices may be delivered by hand, by prepaid mail, or by facsimile or electronic mail and will be deemed to be duly served:

- (a) if delivered by hand, at the time of delivery;
- (b) if sent by post, two business days after the date on which it was posted;
- (c) if sent by facsimile transmission, on receipt by the sender of a transmission report from the despatching machine showing the date of transmission, the relevant number of pages, the correct telephone number of the destination facsimile machine and the result of the transmission as satisfactory; and
- (d) if sent by email, if the message is correctly addressed and successfully transmitted to that Party's email address, at the time that the sender's computer records that transmission was successful.

29. GENERAL

29.1 **(Applicable Laws)** Nothing in this Agreement is intended to affect or restrict in any way, the rights and obligations of parties under any applicable Laws which the parties are not permitted to contract out of, including the *Professional Standards Act 2003* (Vic) and the *Building and Construction Industry Security of Payment Act 2002* (Vic).

29.2 **(Entire Agreement)** This Agreement constitutes the entire agreement between the parties and supersedes all communications, negotiations, arrangements and agreements, whether oral or written, between the parties with respect to the subject matter of this Agreement. If Annexure C (Service Provider's Cleaning Methodology) contains terms and conditions that are not

Department of Jobs, Precincts and Regions
Agreement for Professional Services

a description of the Services or how the Services will be carried out, such terms and conditions will not form part of this Agreement.

- 29.3 **(Severance)** Each provision of this Agreement (and each part thereof) will, unless the context requires otherwise, be read and construed as a separate or severable provision so that if any provision or part thereof is void or otherwise unenforceable for any reason then that provision or part thereof, will be severed and the remainder will be read and construed as if the severable provision or part thereof, had never existed.
- 29.4 **(Waiver)** A waiver by one party of a breach of this Agreement does not constitute a waiver in respect of any other breach of this Agreement, and a party's failure to enforce a provision of this Agreement must not be interpreted to mean that the party no longer regards that provision as binding. A power or right may only be waived in writing, signed by the party to be bound by the waiver.
- 29.5 **(Variation)** No agreement or understanding varying or extending this Agreement including the Fees will be legally binding upon either party unless in writing signed by both parties.
- 29.6 **(Assignment)**
- (a) Subject to clause 29.6(b), the Service Provider must not transfer or assign its rights or novate its obligations under this Agreement without the prior written consent of the Department.
 - (b) The Department may, by notice in writing to the Service Provider, assign its rights, transfer its obligations or novate the Agreement to any Victorian Public Entity in the event of any State government restructure or other re-organisation or change in policy.
- 29.7 **(Retrospectivity)** The parties agree that this Agreement will apply to any services in connection with the Services carried out by the Service Provider prior to the execution of this Agreement, as if those services had been carried out under this Agreement.
- 29.8 **(Timely performance)** Time is of the essence in relation to the provision of Services under this Agreement.
- 29.9 **(Counterparts)** This Agreement including any variations may be executed in counterparts. All counterparts together constitute one instrument.
- 29.10 **(Governing Law & Jurisdiction)** This Agreement will be governed by the laws of the State of Victoria and the parties submit themselves to the jurisdiction of the courts in the State of Victoria.
- 29.11 **(Survival)** Each of clauses 1, 15, 16, 17, 18, 19, 21.1, 23.5, 24.3, 24.4, 27.2 and 29 survive the termination or expiry of this Agreement.

Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

EXECUTION AND DATE

Executed as an agreement.

Date: 13 / 08 / 2020

Executed by [Personal Information])
for and on behalf of the **State of**)
Victoria)
in the presence of:)

[Personal Information]

Signed

Name of Witness

Signature of Witness ←

Executed by AHS Hospitality Pty Ltd,)
ABN 97 100 437 349 in accordance)
with section 127 of the *Corporations Act*)
2001 in the presence of)

[Personal Information]

Print Name of Director/Company
Secretary

DocuSigned by:
[Personal Information]

Signature of Director/Company
Secretary ←

[Personal Information]

Print Name of Director

DocuSigned by:
[Personal Information]

Signature of Director ←

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Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 1 – AGREEMENT DETAILS

Service Provider Details	Name: [AHS Hospitality Pty Ltd] ABN: [97 100 437 349]
Service Provider's Representative: (Clause 5.3)	Name: [Personal Information] General Manager Vic/Tas, AHS Hospitality Pty Ltd Phone: [Personal Information]
Service Provider's Address for Service: (Clause 22.1)	Postal address: Level 11, 473 Bourke Street Melbourne VIC 3000 Fax: 8638 3201 Email: [Personal Information]@ahshospitality.com.au
Department's Representative: (Clause 5.1)	Name: [Rachaele May] Phone: [Personal Information]
Department's Address for Service: (Clause 22.1)	[Personal Information] Fax: [Not applicable] Email: [Personal Information]@agriculture.vic.gov.au
Commencement Date: (Clause 3.1)	[1 June 2020]
Completion Date: (Clause 3.1)	[30 June 2020]
Further terms (Clause 3.3)	[Not Applicable]
Required Insurances: (Clause 21)	1. <i>Professional indemnity insurance</i> in an amount not less than \$[5] million per occurrence. 2. <i>Public liability insurance</i> in an amount not less than \$[20] million per occurrence.

Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 2 – SERVICES

1. The Service Provider must carry out the Services as described at [Annexure A and below](#).
2. In addition to any obligations under clause 4.4, the Service Provider must provide a Report at the completion of each day which attaches a Cleaning Certificate stating what areas and surfaces have been cleaned for that day. The Cleaning Certificate must be signed by the onsite supervisor confirming completion of the Services for that day and must include any information required by the Department.
3. The Service Provider must use the below template (or as amended by the Department) for any Reports required under this Agreement:]

Service Provider Report

Hotel:	
Address:	
Start Date:	
Total Number of Rooms Cleaned:	
Notes:	
Total Cost:	

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Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 3 – PAYMENT TERMS

1. [The Fees payable to the Service Provider in respect of the Services will be calculated on the basis set out below and as governed by clauses 4 and 5.
2. The Service Provider is to submit weekly invoices specifying, in addition to the information required under clause 5.3:
 - a) The name of the Hotel and Hotel Supervisor where the Services were delivered;
 - b) The number of days and dates of attendance at each Hotel, and whether any penalty rates apply;
 - c) The type of cleaning service delivered (eg Routine common area touchpoints/ full COVID-19 clean);
 - d) The total number of areas and/or rooms cleaned;
 - e) Any other itemised Services in the approved Scope of Services; and
 - f) Any other information required by the Department.
3. The Fees payable will be calculated in accordance with the rate schedule as listed in the Tables below.

Rates Schedule

- A. For common area touch point cleans for the Novotel South Wharf Hotel only, the Fees payable will be calculated on the basis of hours actually worked up to the total amounts shown in the table below:**

Cleaning fees	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
AM Cleaning hr (2 people X 5 hrs each) Cost	10 hours in total \$59.95 per hour \$599.50 in total	10 hours in total \$59.95 per hour \$599.50 in total	10 hours in total \$59.95 per hour \$599.50 in total	10 hours in total \$59.95 per hour \$599.50 in total	10 hours in total \$59.95 per hour \$599.50 in total	10 hours in total \$89.93 per hour \$899.30 in total	10 hours in total \$119.90 per hour \$1199.00 in total	\$5095.80*
PM Cleaning hr (2 people x 3 hrs each) Cost	6 hours in total \$59.95 per hour \$359.70 in total	6 hours in total \$59.95 per hour \$359.70 in total	6 hours in total \$59.95 per hour \$359.70 in total	6 hours in total \$59.95 per hour \$359.70 in total	6 hours in total \$59.95 per hour \$359.70 in total	6 hours in total \$89.93 per hour \$539.58 in total	6 hours in total \$119.90 per hour \$719.40 in total	\$3057.48*

* All hourly rates are exclusive of GST. For Services delivered on a public holiday the hourly rate payable will be \$149.88 (GST exclusive) up to the total amount of hours as indicated in the table above.

- B. For Area/Room pathogen cleans for all Hotels, the Fees payable will be based on a fixed fee as set out in the table below:**

Room type	Rate (GST exc)*
Studio guest room	\$217.00
Standard guest room up to 30 m2	\$277.00
Studio/1BR with Kitchenette	\$285.00

Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

2BR Suite with Kitchenette	\$345.00
----------------------------	----------

*These rates are inclusive of all labour costs, equipment and disinfection of third-party equipment used in undertaking the Services.

C. For additional common area touch point cleans for any Hotel except for the Novotel South Wharf, staff and/or hours of Service will be charged at the following hourly rates (GST exclusive):

Mon-Fri	Saturday	Sunday
\$59.95	\$89.93	\$119.90

The above rates are inclusive of all labour costs and equipment.

The total Fees payable to the Service Provider under this Agreement must not exceed \$100,000 including GST without the express written approval of the Department.]

4. Subject to clauses 4 and 5 of the Agreement and the terms of this Schedule, the Department will pay the Service Provider within thirty (30) days of the submission of each Tax Invoice specifying in detail (to the satisfaction of the Department) the Services which have been performed and the Fees and expenses incurred in accordance with the Agreement. Each Tax Invoice must be provided by the Service Provider [on a weekly basis].

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Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

ANNEXURE A – SERVICES BRIEF

Quarantine Accommodation Program

In response to the state of emergency that has been declared in Victoria due to the COVID-19 pandemic, the State of Victoria has agreed to make accommodation, including hotels (collectively call “Hotels”), available to certain Victorians, for the purpose of self-isolation requirements, including to:

- all travellers returning from overseas to Victoria, for an enforced quarantine period of 14-days; and
- health care and associated workers.

Service requirements

- (i) The Service Provider must provide cleaning services (“the Services”) at Hotels as directed by the Department from time to time.
- (ii) The Services will be provided at rooms (“the Rooms”) and common areas within the Hotels where there has been a positive confirmation of COVID-19.
- (iii) The Services must be provided in accordance with this Agreement including but not limited to in accordance with clauses 6 and 7.
- (iv) The Department must preapprove the scope of the Services in accordance with clause 4 of this Agreement.
- (v) The Services will include but not be limited to the following Services:
 - (a) cleaning, sanitising and disinfecting of the Rooms, surfaces, common areas and Hotel equipment; and
 - (b) Ensuring the Rooms and common areas are safe for someone else to occupy without being at risk of infection from COVID-19.
- (vi) The Services must be delivered in accordance with:
 - (a) the Victorian Government authorised COVID-19 Quarantine Hotel cleaning procedure and standards (“DHHS Quarantine Hotel Cleaning Procedure”) at **Annexure B**, as amended from time to time;
 - (b) any additional government authorised and recommended COVID-19 protocols that do not conflict with the DHHS Quarantine Hotel Cleaning Procedure,
 - (c) with any further directions provided by the Department; and
 - (d) the approved chemicals and procedures provided in the Service Provider’s documentation (“Service Provider’s Cleaning Methodology”) at **Annexure C** except to the extent the Service Provider’s Cleaning Methodology is inconsistent with the latest government authorised procedures for cleaning COVID-19 accommodation or the DHHS Quarantine Hotel Cleaning Procedure.
- (vii) Where the DHHS Quarantine Hotel Cleaning Procedure conflicts with any other government authorised COVID-19 cleaning standards, the Service Provider must seek clarification from the Department on the standards required before provision of the Services.

Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

Provision of Services generally

- (viii) The Service Provider must cooperate with and regularly liaise with the Department including but not limited to:
- (a) following all reasonable directions made by the Department;
 - (b) immediately notifying the Department of any issues in relation to the provision of the Services, including but not limited to:
 - anything which may create a risk (including health risk) to any of the Hotel guests or any other person, such as any occupational health and safety incidents,
 - unavailability of the Service Provider's Personnel,
 - known exposure to or infection of COVID-19 of the Service Provider's Personnel, or
 - circumstances which cast doubt on the fitness of any of the Service Provider's Personnel to provide the Services;
 - (c) cooperating with any other contractors of any nature engaged by the Department; and
 - (d) providing Reports to the Department as and when requested which will include all information reasonably requested by the Department and be in a form notified by the Department.

]

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Department of Jobs, Precincts and Regions

Agreement for Professional Services

Cleaning Services at Hotel Quarantine Sites

THE STATE OF VICTORIA

as represented by its

DEPARTMENT OF JOBS, PRECINCTS AND REGIONS

AND

AMC COMMERCIAL CLEANING (VIC) PTY LTD

ABN 14 108 116 187



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PARTS OF THIS AGREEMENT

This Agreement is made up of the following parts:

- Terms and Conditions
- Schedule 1- Agreement Details
- Schedule 2- Services
- Schedule 3- Payment Terms
- Annexure A- Services Brief
- Annexure B- DHHS Quarantine Hotel Cleaning Procedure
- Annexure C- Service Provider’s Cleaning Methodology

PARTIES

This Agreement is made between and binds the following parties:

The Crown in right of the State of Victoria (**State**) as represented by its Department of Jobs, Precincts and Regions (**Department**).

AND

The service provider as described in Schedule 1 (Agreement Details) to this Agreement (**Service Provider**).

BACKGROUND

- A. The Service Provider, at the request of the Department, has agreed to provide the Services to the Department.
- B. The Department has agreed to engage the Service Provider to provide the Services subject to the terms of this Agreement.
- C. This Agreement is legally binding upon the Service Provider and the Department.

TERMS AND CONDITIONS

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

In this Agreement, unless the context requires otherwise:

Agreement means this agreement and include the schedules and any annexures to it or documents incorporated by reference;

Code of Practice means a code of practice as defined in, and approved under, the Privacy and Data Protection Act 2014 (Vic);

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Commencement Date means the date, if any, set out in Schedule 1 (Agreement Details);

Completion Date means the date set out in Schedule 1 (Agreement Details) as may be extended by the Department under clause 3;

Contract Intellectual Property means any and all Intellectual Property Rights incorporated or comprised in any materials created by or on behalf of the Service Provider in the course of providing the Services but does not include the Service Provider's internal working documents;

Contract Publishing System means the system of the Victorian Government for publication of details of contracts entered into by Victorian Government departments, bodies and agencies, including any replacement or amended system;

Data means all data, information, text, drawings, statistics, analysis, datasets or databases and other materials embodied in any form which is:

- (a) supplied by or on behalf of the Department in connection with this Agreement (**Input Data**); or
- (b) generated, placed, stored, processed, retrieved, printed, accessed or produced utilising the Input Data, the Services, or the deliverables;

Department's Representative means the person set out in Schedule 1 (Agreement Details) or the person from time to time acting in his or her position or nominee in his or her absence as the representative of the Department for the purposes of this Agreement;

Fees means the moneys to be paid to the Service Provider in consideration for performance of the Services as designated in Schedule 3 (Payment Terms);

GST means any tax imposed under the GST Law and includes GST within the meaning of the *GST Act*;

GST Act means the *A New Tax System (Goods and Services Tax) Act 1999* (Commonwealth) as amended;

GST Law means the GST Law as defined in the *GST Act* and includes any Act of the Parliament of Australia that imposes or deals with GST;

Health Privacy Principles means the principles so identified and set out in the *Health Records Act 2001* (Vic);

IBAC means the commission established under the *Independent Broad-based Anti-corruption Commission Act 2011* (Vic) and includes any other organisation that may, from time to time, perform the functions of the commission;

Information Privacy Principles means the principles so identified and set out in the *Privacy and Data Protection Act 2014* (Vic);

Intellectual Property Rights includes all present and future copyright and neighbouring rights, all proprietary rights in relation to inventions (including patents), registered and unregistered trademarks, confidential information (including trade secrets and know how), registered designs, circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields;

Laws means:

- (a) the law in force in the State and the Commonwealth of Australia, including common law, legislation and subordinate legislation; and

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(b) ordinances, regulations and by-laws of relevant government, semi-government or local authorities;

Personnel of a party includes the officers, employees, agents, contractors and sub-contractors of that party;

Protective Data Security Standard means any standard issued under Part 4 of the Privacy and Data Protection Act 2014 (Vic);

Pre-Existing Intellectual Property means any and all Intellectual Property Rights in any works, items or systems which are the property of the Service Provider and which existed in substantially the same form and with substantially the same contents prior to the commencement of the provision of the Services;

Report means a report detailing any information reasonably required by the Department, in the form set out in Schedule 2 to this Agreement, or as otherwise directed by the Department;

Required Insurances means each of the insurances, if any, described in Schedule 1 (Agreement Details);

Scope means the number of rooms that will be cleaned, in accordance with this Agreement, at each Site;

Site means a location where the Services will be performed, as notified by the Department;

Services means the services described in Schedule 2 (Services);

Service Provider's Representative means the person set out in Schedule 1 (Agreement Details) as the representative of the Service Provider for the purposes of this Agreement;

Supplier Code of Conduct means the Code of Conduct issued by the Victorian Government for suppliers providing goods or services to the Victorian Government (as amended from time to time);

Tax Invoice has the same meaning as in the *GST Act*;

Term means period from the Commencement Date until the Completion Date as may be extended by the Department under clause 3;

Victorian Public Entity means:

- (a) a public sector body as defined in section 4 of the *Public Administration Act 2004* (Vic);
- (b) a statutory corporation, a State owned company, a State body or a State business corporation as those terms are defined in the *State Owned Enterprises Act 1992* (Vic);
- (c) a "Council" as defined in the *Local Government Act 1989* (Vic); or
- (d) an entity which receives the majority of its funding from any of the entities listed in paragraphs (a) to (c) or any entity under the control of any of the entities listed in paragraphs (a) to (c); and

VPSC Code of Conduct means the Code of Conduct for Victorian Public Sector Employees 2015, unless the Services are services of a kind usually provided by directors of Victorian Public Entities, in which case it means the Code of Conduct for Directors of Victorian Public Entities 2016 (each as issued by the Victorian Public Sector Commission pursuant to section 61 of

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the *Public Administration Act 2004* (Vic) and as amended or replaced from time to time.)

1.2 Interpretation

In this Agreement, unless the context requires otherwise:

- (a) words denoting the singular include the plural and vice versa;
- (b) words denoting one gender (including neutral pronouns) include the others;
- (c) "dollars" or "\$" is a reference to the lawful currency of Australia;
- (d) the words "include", "includes" or "including" are to be read as if followed by the words "without limitation";
- (e) words denoting persons include a partnership and a body whether corporate or otherwise;
- (f) references to a recital, clause, schedule or annexure is a reference to a recital, clause, schedule or annexure to this Agreement;
- (g) a cross-reference to a clause number is a reference to all its sub-clauses;
- (h) the annexures and schedules to this Agreement and any documents included by reference in this Agreement must be incorporated into and be read and construed as part of this Agreement;
- (i) if a word is defined, other parts of speech and grammatical forms have corresponding meanings;
- (j) "document" has the same meaning as given in the *Evidence Act 1958* (Vic) as amended from time to time;
- (k) references to a party to this Agreement includes the executors, administrators, successors and permitted assigns of that party;
- (l) if a party to this Agreement consists of more than one person those persons must be jointly and severally bound under this Agreement;
- (m) any remedy, power or entitlement given to the Department in any clause of this Agreement is in addition to any remedy, power or entitlement which the Department may have under any other clause or clauses of this Agreement or under any Law;
- (n) clause headings are for convenience of reference only and have no effect in limiting or extending the language of the provisions to which they refer;
- (o) in the interpretation of these terms, no rule of construction will apply to a clause to the disadvantage a party because that party put forward the clause or any part of that clause or would otherwise benefit from it; and
- (p) any ambiguity or inconsistency in the documents comprising this Agreement must be referred to the Department's Representative who will determine the interpretation that prevails.

1.3 Precedence of documents

To the extent of any inconsistency, the documents comprising this Agreement must be read in the following order of precedence:

2.1.1 these terms and conditions;
 2.1.2 Schedule 1 (Agreement Details);

- (a) these terms and conditions;
- (b) Schedule 1 (Agreement Details);
- (c) Schedule 2 (Services);
- (d) Schedule 3 (Payment Terms);
- (e) Annexure A (Services Brief); and
- (f) the remaining Schedules and Annexures to this Agreement.

2. SERVICES

2.1 The Service Provider must provide the Services to the Department on a non-exclusive basis, in accordance with the terms of this Agreement and any reasonable directions given by the Department from time to time.

2.2 In performing its obligations under this Agreement, the Service Provider must:

- (a) provide the Services in a timely and efficient manner exercising due care, skill and judgement and at all times act in accordance with professional principles and the standards of a competent professional provider of services similar to the Services;
- (b) promptly notify the Department as soon as it becomes aware of any delay or possible delay in providing the Services in accordance with this Agreement;
- (c) ensure that the Services are adequate and suitable for the purposes for which they are required; and
- (d) use appropriately skilled and qualified Personnel to provide the Services.

3. TERM

3.1 Subject to the provisions of this Agreement the Service Provider must:

- (a) commence the Services by the Commencement Date and complete the Services by the Completion Date; and
- (b) submit all reports and complete the particular tasks which constitute part of the Services on or before any dates specified in this Agreement for submission of reports or completion of tasks.

3.2 The Department may, in its absolute discretion, extend the dates for the submission of reports or the completion of tasks.

3.3 The Department may in its absolute discretion, by notice in writing to the Service Provider, extend the Completion Date.

3.4 Unless otherwise agreed in writing by the Department, an extension to the dates for submission of reports or the completion of tasks, or the Completion Date under this clause 3 will not entitle the Service Provider to claim an adjustment to the Fees or relieve the Service Provider of its obligations under this Agreement.

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NOT FOR USE FOR ANY OTHER PURPOSES. ALL RIGHTS RESERVED TO ANY OTHER PARTY WITHOUT DJPR APPROVAL.
DJPR RESERVES ITS RIGHTS TO PURSUE ANY OTHER PRIVATE CLAIMS.

4. Scope and approval of Services

- 4.1 Prior to the Service Provider delivering the Services at any particular Site, the Department must approve in writing the Scope of Services for that Site.
- 4.2 The Department may at any time increase or decrease the Scope of the Services at its absolute discretion and any changes in Scope proposed by the Service Provider must be preapproved by the Department in writing.
- 4.3 The Department will only pay for Services that it has approved in accordance with clauses 4.1 and 4.2.
- 4.4 The Service Provider must provide a Report to the Department in relation to the Services provided at each Site whenever there is a change in Scope and as and when requested by the Department.

5. PAYMENT

- 5.1 In consideration of the performance by the Service Provider of its obligations arising under this Agreement, and subject to:

- (a) the Department being satisfied with the manner in which the Services are being provided; and
- (b) the Services having been approved by the Department in accordance with clause 4;

the Department will pay the Fees to the Service Provider for the Services in accordance with the terms set out in Schedule 3 (Payment Terms).

- 5.2 Unless expressly provided otherwise in Schedule 3 (Payment Terms), the Fees are inclusive of GST (if any) and of all costs and expenses that may be incurred by the Service Provider, whether foreseen or unforeseen including insurance, duties, imposts and taxes.
- 5.3 Invoices must comply with the requirements of the GST Law (as a Tax Invoice) and must, unless inconsistent with the GST Law, specify:
- (a) the name of the Department's Representative and the Department's reference number;
 - (b) the Fees due to the Service Provider and the basis for their calculation;
 - (c) the amount of any GST paid or payable by the Service Provider with respect to the Fees;
 - (d) the date of delivery of the Services to which the invoice relates;
 - (e) a description (including quantity where relevant) of the Services delivered;
 - (f) if a discount is applicable, the discounted price; and
 - (g) the Service Provider's address for payment.
- 5.4 Payment of an invoice is not:

5.4.2.1. Evidence of the value of the Services;
 5.4.2.2. Evidence of the value of the Services.

- (a) evidence or an admission that the Services have been provided in accordance with the Agreement;
- (b) evidence of the value of the Services;
- (c) an admission that the Services invoiced were satisfactorily performed or the expenses reimbursed properly incurred;
- (d) an admission of liability; or
- (e) acceptance or approval of the Service Provider's performance,

but must be taken only as a payment on account.

- 5.5 The Department may set off against any sum owing to the Service Provider any amount owing by the Service Provider to the Department.
- 5.6 The Department will, on receipt of a written notice from the Service Provider, to be clearly headed "Fair Payments Policy – Penalty Interest Claim", pay simple interest on any Overdue Amount (for the period from the date of receipt of the notice until the date of payment) at the rate for the time being fixed under section 2 of the *Penalty Interest Rates Act 1983* (Vic).
- 5.7 For the purposes of clauses 5.6 and 24.5, "Overdue Amount" means an amount (subject to clauses 5.5 and 5.8) that has been outstanding for more than thirty (30) days from the date of receipt by the Department of the Tax Invoice properly rendered by the Service Provider and:
- (a) that is due and owing under that invoice; and
 - (b) that is not disputed by the Department within thirty (30) days of the receipt of the invoice. A dispute of an invoice under this clause may relate to:
 - (i) the amount owing; or
 - (ii) the adequacy of the Services provided for which payment has been sought.
- 5.8 The Department will, from the date of resolution of any dispute for which payment has been delayed under clause 5.7(b), have a further thirty (30) days in which to pay the amount agreed or determined to be owing to the Service Provider, after which time, such amount will be deemed to be an "Overdue Amount" for the purposes of clause 5.6 and the Service Provider may serve a notice to the Department in accordance with clause 5.6.
- 5.9 No interest will be payable under clause 5.6 unless the written notice is received by the Department within thirty (30) days from the expiration of the thirty (30) day period stated in clause 5.7.
- 5.10 The Service Provider's written notice under clause 5.6 must be addressed and delivered in accordance with the provisions of clause 28 of this Agreement to the Department's Representative.
- 5.11 Sub-clauses 5.6, 5.7, 5.8, 5.9 and 5.10, apply only if:

11.1.1.1. is not, or becomes a person who is not, suitable to be involved in the provision of the Services, either at the relevant Site or generally; or

b. is not, or becomes a person who is not, suitable to be involved in the provision of the Services, either at the relevant Site or generally; or

c. is or becomes a person whom it would not be in the public interest for the Service Provider or the Department to engage or be associated with; or

d. has, or becomes likely to acquire, a criminal record.

8.2 Where the Department makes a direction for reasons specified in the above sub-clause, such direction will contain particulars of such reasons, but, unless there is manifest error, such particulars may not be disputed or challenged by the Service Provider, and the direction is legally binding. Subject to clause 8.3, the Service Provider must make such adjustments or amendments to its Personnel delivering the Services to reflect the Department's direction.

8.3 If an individual is the subject of a direction made by the Department under clause 8.1, the Service Provider must procure that such individual departs the Site(s) at which he or she is providing Services that are the subject of that direction, and does not return to such Site(s), unless he or she has the Department's written consent to do so.

9. Business continuity plan

9.1 The Service Provider must have a business continuity plan in place that includes:

9.1.1 contingency arrangements should any Service Provider Personnel become unavailable during the provision of the Services, including in accordance with clause 8; and

9.1.2 consideration of occupational health and safety for all Service Provider Personnel, if there is exposure or infection of COVID-19.

10. Drug and alcohol testing

10.1 The Department may require that Service Provider Personnel agree to submit to drug and/or alcohol testing.

10.2 The Service Provider will ensure that all Service Provider Personnel have consented to such testing. To the extent that Service Provider Personnel have not consented to testing, the Service Provider must not allow those Service Provider Personnel to be involved in performing Services.

11. REPRESENTATIVES

11.1 The Department appoints the Department's Representative, as the person with whom the Service Provider or the Service Provider's Representative is to consult at all times and whose instructions, requests and decisions are, subject to clause 11.2, binding upon the State as to all matters pertaining to this Agreement.

11.2 The powers and functions of the Department under clauses 13.3, 14.3(b), 23.1, 24.2, 29.4, 29.5 and 29.6 must be carried out by the relevant Minister,

the signatory to this Agreement for the Department or person acting in the equivalent position to the signatory or any person senior in line management.

- 11.3 The Service Provider appoints the Service Provider's Representative as the person with whom the Department or the Department's Representative is to consult at all times and whose decisions are binding upon the Service Provider as to all matters pertaining to this Agreement.

12. REVIEW AND CONSULTATION

12.1 The Service Provider must:

- (a) supply to the Department such documents and information with respect to the progress of the Services as it may from time to time require;
- (b) provide the Department such information reasonably required for supervising or reviewing the provision of the Services;
- (c) co-operate with the Department, its employees, subcontractors and agents in relation to the provision of the Services; and
- (d) co-operate with other persons authorised by the State to carry out work or assist in any way in connection with the Services.

12.2 Nothing in clause 12.1 limits the Service Provider's obligations under this Agreement.

13. PERSONAL SERVICES

13.1 If the Department and the Service Provider have agreed in writing (as set out in this Agreement or otherwise) that some or all of the Services are to be performed by a specified person or persons, then:

- (a) the Service Provider must ensure that the Services or that part of the Services is performed by the person or persons specified; and
- (b) the Service Provider may only remove or replace such persons with the consent of the Department which will not be unreasonably withheld.

13.2 The Department reserves the right to require the removal or replacement at any time on fourteen (14) days' notice without giving any reason, of any person working for or provided by the Service Provider who, in the reasonable opinion of the Department, does not perform in a satisfactory manner or is otherwise considered unacceptable. Such removal or replacement in accordance with this clause or any withholding of approval by the Department of the Service Provider's proposed replacement personnel must not limit the Service Provider's obligations under this Agreement.

13.3 If the Service Provider, pursuant to exercising its right under clause 13.1(b), is unable to provide replacement personnel reasonably acceptable to the Department within sufficient time to enable the Service Provider to complete the Services as provided for by this Agreement, then the Department may terminate the Agreement upon seven (7) days written notice whereupon clauses 24.3 and 24.4 will apply.

14. CONFLICT OF INTEREST

- 14.1 The Service Provider warrants that to the best of its knowledge and belief having made all diligent inquiries, no conflict of interest exists in relation to this Agreement or is likely to arise during the Term.
- 14.2 The Service Provider must promptly inform the Department of any matter connected with this Agreement that may give rise to an actual or potential conflict of interest at any time during the Term.
- 14.3 Should the Service Provider inform the Department of an actual or potential conflict of interest or the Department otherwise becomes aware of an actual or potential conflict of interest, the Department may:
- (a) by written notice to the Service Provider, seek the prompt removal of that conflict with the failure to do so constituting a breach of this Agreement; and/or
 - (b) immediately terminate this Agreement by notice in writing, whereupon the provisions of clauses 24.3 and 24.4, will apply.
- 14.4 Information provided by the Service Provider under clause 14.2 will be treated as commercial-in-confidence by the Department.

15. CONFIDENTIALITY

- 15.1 The Service Provider must not communicate, publish or release or permit the communication, publication or release of any information, data or document acquired, collated or developed for or in connection with the Services except:
- (a) to the Department;
 - (b) for the purpose of or in connection with the performance of the Service Provider's obligations pursuant to the terms of this Agreement;
 - (c) to the Service Provider's lawyers or other professional advisers that are under a duty of confidentiality;
 - (d) where the information disclosed is already in the public domain other than due to a breach of this Agreement; or
 - (e) where the disclosure is required by Law.
- 15.2 The Service Provider must, if requested by the Department, procure from the persons employed or engaged by it to perform the Services a like undertaking of confidentiality to that contained in clause 15.1.
- 15.3 Where in the conduct of, or for the purposes of, the Services the Service Provider desires to engage the services of another party, not being an employee or agent of the Service Provider, and it is necessary for the purposes of that engagement to disclose information the subject of clause 15.1 to that other party, no such disclosure may be made unless:
- (a) that other party undertakes to the Department that it will maintain the confidentiality of the information in like terms to that required by clause 15.1; and

15.3.1 the consent in writing of the Department is first obtained.

15.4 The Service Provider will be responsible for and must take all reasonable measures to ensure the security of the information referred to in clause 15.1 for so long as that information is or should properly be within its control, and in so doing must ensure that at all times it is protected from access, use or misuse, damage or destruction by any person not authorised by this Agreement to have access to that information.

15.5 On or before the expiry of the Term, the Service Provider if so directed by the Department must subject to clause 15.6:

(a) deliver to the Department all information, documents and other material received from or through the Department;

(b) delete and render irrecoverable any form of electronic or other record and information or program and shred and dispose of all documents and materials whether original or copy that were created, collected or otherwise received in the course of this Agreement or pursuant to its terms and which contain:

(i) details relating to the formulation of government policy or otherwise in relation to the deliberative processes involved in the functions of the Department or State Government agency or Minister;

(ii) details regarding the personal affairs of any person;

(iii) details regarding the commercial operations of the Department, State or other entity;

(iv) information relating to litigation, a dispute or potential litigation or dispute;

(v) information conveyed in confidence or which by its nature would reasonably be regarded as confidential; or

(vi) any information that would be exempt from release (if in the possession of the Department) within the meaning of the *Freedom of Information Act 1982* (Vic).

15.6 The Service Provider may, for its own internal purposes, retain its internal working documents prepared in connection with the Services and a copy of the reports, advice and other deliverables provided to the Department in accordance with this Agreement, subject to maintaining the confidentiality obligations set out in this clause 15.

15.7 The Service Provider consents to the Department publishing or otherwise making available information in relation to the Service Provider (and the provision of Services):

15.7.1 as may be required to comply with the Contract Publishing System;

15.7.2 to other Victorian Public Entities or Ministers of the State regarding the use of the Services;

15.7.3 to any public sector agency (or the State, any other state or territory or the Commonwealth) for the purposes of benchmarking, provided that it will not identify the Service Provider;

15.7.4 to the office of the Auditor General appointed under section 94A of the *Constitution Act 1975* (Vic) or the ombudsman appointed under the *Ombudsman Act 1973* (Vic);

15.7.5 to comply with the Law, including the *Freedom of Information Act 1982* (Vic); or

15.7.6 to IBAC.

16. INTELLECTUAL PROPERTY AND MORAL RIGHTS

16.1 The Service Provider warrants to the Department that it is entitled to use and deal with any Intellectual Property Rights which may be used by it in connection with the provision of the Services. The Service Provider further warrants that it has the authority to sub-licence the Contract Intellectual Property, including any third party Intellectual Property Rights which may be used in connection with the provision of the Services.

16.2 Subject to clause 16.5, the ownership of any Contract Intellectual Property shall vest in the Service Provider upon the time of its creation. The Service Provider hereby irrevocably and unconditionally grants to the Department, free of additional charge, a, non-exclusive, worldwide, perpetual, transferable licence (including the right to sublicense) to use, reproduce, adapt, modify, publish, distribute and communicate any Contract Intellectual Property for any purpose of the State except commercial exploitation.

16.3 Subject to clause 16.4, the Service Provider hereby irrevocably and unconditionally grants to the Department, free of additional charge, a non-exclusive, worldwide licence to use any Pre-Existing Intellectual Property to the extent that such Pre-Existing Intellectual Property forms part of or is integral to, any works or other item created by the Service Provider for the Department in connection with the provision of the Services under this Agreement or the creation of any Contract Intellectual Property.

16.4 The licence granted to the Department in clause 16.3 is limited to use of the relevant Pre-Existing Intellectual Property by the Department for the purposes of the State.

16.5 The ownership of Data, including any Intellectual Property Rights in the Data, shall vest in the Department upon the time of its creation. The Service Provider must only use the Data to the extent necessary to perform its obligations under this Agreement.

16.6 The Service Provider warrants that it will use its best endeavours to procure a written consent from all necessary authors to the Department exercising its rights in the Data, Pre-Existing Intellectual Property or Contract Intellectual Property in a manner that, but for the consent, would otherwise infringe the moral rights of those authors.

17. NEGATION OF EMPLOYMENT

- 17.1 The Service Provider is engaged as an independent contractor and nothing in this Agreement will be deemed to constitute the Service Provider as an agent or employee of the Department, and the Service Provider will not have any authority to incur and must not incur any obligation or make or purport to make any representation on behalf of the Department except with the express written instructions of the Department.
- 17.2 The Service Provider is responsible for all matters requisite as employer or otherwise in relation to any employees, contractors, subcontractors, agents and other third parties who are engaged by the Service Provider.

18. INDEMNITY AND RELEASE

- 18.1 The Service Provider releases and indemnifies, and will at all times keep the Department and each of its Personnel indemnified, against any liability, loss, damages, cost or expense (including legal and settlement costs determined on a full indemnity basis) incurred by the Department arising out of, or in any way connected with:

- (a) personal injury, including sickness and death (including but not limited to in relation to exposure to or infection from COVID-19);
- (b) any threatening behaviour experienced by the Service Provider's Personnel while carrying out the Services;
- (c) property damage;
- (d) the loss or corruption of Data; or
- (e) third party claims (including but not limited to in relation to exposure to or infection from COVID-19);

caused, contributed to or brought about by an act or omission of the Service Provider or any of its Personnel, including without limitation:

- (f) wilful misconduct;
- (g) a negligent or unlawful act or omission;
- (h) fraud;
- (i) a breach of Data security or physical security;
- (j) a breach of this Agreement;
- (k) a breach of an obligation of confidence or privacy (whether arising under this Agreement or otherwise); or
- (l) an infringement or alleged infringement of the Intellectual Property Rights or other rights of a third party.

- 18.2 The Service Provider's liability to indemnify the Department under clause 18.1 is reduced to the extent that any wilful, unlawful or negligent act or omission of the Department or its Personnel contributed to the liability, loss, damage, cost or expense.

19. RECORDS

- 19.1 The Service Provider must, for a period of seven (7) years after the Services have been completed:
- (a) institute and maintain proper books of account and operating records necessary to afford a correct record and explanation of all claims for payment made by the Service Provider under this Agreement and all expenditure by the Service Provider of moneys received by it from the Department under this Agreement; and
 - (b) permit the Department's Representative or any person authorised by the Department access at all reasonable times to:
 - (i) all relevant operating records necessary to establish that all claims for payment made by the Service Provider and all moneys paid to the Service Provider under the terms of this Agreement are or have been properly accounted for; and
 - (ii) any documents produced in connection with the Services.
- 19.2 The Service Provider must cooperate with any person referred to in clause 19.1(b) to ensure an effective review and/or inspection can be conducted and must provide any information in the possession or control of the Service Provider reasonably sought by such person concerning the performance of the Services.

20. COMPLIANCE WITH LAWS AND POLICIES

- 20.1 The Service Provider must observe all Laws and such relevant State Government policies as may be notified by the Department to the Service Provider, including without limitation all laws affecting or applicable to the provision of the Services by the Service Provider and the "Local Jobs First Policy" (if applicable).
- 20.2 If the Service Provider is performing functions and duties on behalf of the Department, and the Service Provider or any of its employees, contractors, subcontractors or agents are based at the Department's premises, the Service Provider must (and must ensure that its Personnel), throughout the Term, observe the VPSC Code of Conduct and such other relevant State Government policies as may be notified by the Department to the Service Provider, and comply with any lawful directions of the Department or its Personnel.
- 20.3 The Service Provider acknowledges that the Department requires continuity in the provision of the Services throughout the Term. The Service Provider must maintain all reasonable business continuity management measures to ensure continuity of the Services. If requested by the Department, the Service Provider must demonstrate the measures implemented by the Service Provider to ensure continuity of the Services including promptly providing a copy of the Service Provider's business continuity plan, disaster recovery plan and any other relevant documents.

21. PRIVACY AND DATA PROTECTION

- 21.1 The Service Provider acknowledges and agrees that it will be bound by the Information Privacy Principles, Health Privacy Principles and/or any applicable code of practice as the Department may have approved under the *Privacy and Data Protection Act 2014 (Vic)* (together the **Privacy Obligations**) with respect to any act done or practice engaged in by the Service Provider for the purposes of this Agreement in the same way and to the same extent as the Department would have been bound by the Privacy Obligations in respect of that act or practice had it been directly done or engaged in by the Department.
- 21.2 The Service Provider agrees that it will keep confidential any Personal Information (as defined in the *Privacy and Data Protection Act 2014*) or Health Information (as defined in the *Health Records Act 2001*) that comes into its possession or the possession of its Personnel.
- 21.3 The Service Provider must, on request of the Department, ensure that any or all of its Personnel complete a personal undertaking relating to confidentiality, in a form provided by the Department.
- 21.4 The Service Provider acknowledges and agrees that it will be bound by the Protective Data Security Standards and will not do any act or engage in any practice that contravenes a Protective Data Security Standard in respect of any Data collected, held, used, managed, disclosed or transferred by the Service Provider, on behalf of the Department, under or in connection with this Agreement.

22. SUPPLIER CODE OF CONDUCT

- 22.1 The Service Provider acknowledges that:
- (a) the Supplier Code of Conduct is an important part of the State's approach to procurement and describes the State's minimum expectations regarding the conduct of its suppliers;
 - (b) it has read and aspires to comply with the Supplier Code of Conduct; and
 - (c) the expectations set out in the Supplier Code of Conduct are not intended to reduce, alter or supersede any other obligations which may be imposed on the Service Provider, whether under this Agreement or at Law.

23. TERMINATION FOR CONVENIENCE

- 23.1 The Department may at any time, upon giving seven (7) days' notice in writing to the Service Provider, terminate the Agreement or reduce the scope of Services to be provided under this Agreement.
- 23.2 If the Department has served a notice under clause 23.1:
- (d) the Service Provider must cease work according to the notice and must immediately do everything possible to mitigate any losses; and
 - (e) the Department will only be liable to pay the Service Provider for:

23.2 The Service Provider shall be entitled to:

- (i) the Services carried out prior to the date of termination; and
- (ii) an amount equal to the unavoidable and substantiated costs incurred by the Service Provider as a direct result of the termination and which the Department assesses as fair and reasonable to cover the reasonable actual costs incurred or committed by the Service Provider (as a binding legal contractual commitment) prior to the date of the notice to terminate,

provided always that the Service Provider will not be entitled to any other compensation whatsoever in respect of the termination of this Agreement, including for loss of prospective profits or income foregone whether with respect to the Services under this Agreement or otherwise.

23.3 The total of all moneys payable by the Department to the Service Provider (pursuant to clause 23.2 or otherwise in connection with this Agreement or the Services) must not exceed the full Fees that would have applied to the Services as provided in Schedule 3 (Payment Terms).

23.4 If the Department has served a notice pursuant to clause 23.1, the Service Provider must, on demand by the Department, repay to the Department such monies advanced or paid to the Service Provider in respect of which at the date of such notice, the Service Provider has not yet performed the Services.

23.5 On termination of this Agreement the Service Provider must within seven (7) days after receipt of a request by the Department, deliver to the Department all the documents and other material produced by the Service Provider in connection with the Agreement subject to the Service Provider's right to retain working papers as set out in clause 15.6.

24. TERMINATION FOR BREACH

24.1 If the Service Provider commits a breach of this Agreement, whether by failing to perform any part of the Services, failing to comply with any requirement or condition of this Agreement or otherwise, the Department must, before exercising any rights the Department may have under this Agreement or otherwise in respect of such a breach, give written notice to the Service Provider specifying the breach and directing its rectification in the period specified in the notice, not being a period less than fourteen (14) days from the date of service of the notice.

24.2 The Department may immediately terminate this Agreement or any part of it by notice in writing to the Service Provider if the Service Provider or any of its Personnel involved in the provision of the Services:

- (a) fails to rectify the breach within the period specified in the notice issued under clause 24.1; or
- (b) commits a material breach of this Agreement and in the reasonable opinion of the Department such breach cannot be remedied; or
- (c) commits fraud, is dishonest or engages in any other serious misconduct; or
- (d) commits any act or does anything that may be prejudicial or otherwise detrimental to the reputation of the State; or

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- (e) being a partnership, company or other composite body undergoes a change in its structure which, in the reasonable opinion of the Department, limits the capacity of the Service Provider to provide Services or precludes the Service Provider from carrying out its obligations and duties under this Agreement; or
- (f) goes into liquidation or a receiver and manager or mortgagee's or chargee's agent is appointed or becomes subject to any form of insolvency administration or arrangement, or in the case of an individual, becomes bankrupt or enters into a scheme or arrangement with creditors.
- 24.3 Any termination by the Department of the Agreement pursuant to clauses 13.3, 14.3(b) or 24.2 is without prejudice to any other right of the Department, and without liability to pay damages, compensation or any other termination payment other than money properly due to the Service Provider for work performed or Services provided under the Agreement before the termination. In the event of termination under any of those clauses:
- (a) the Service Provider must repay moneys in accordance with clause 23.4 and return documentation and materials in accordance with clauses 23.5 and 15.5; and
- (b) the Department may withhold payment of Fees that may be payable to the Service Provider pending completion of the Services by some other contractor or persons.
- 24.4 Should the Department incur an additional expense as a result of any breach of this Agreement by the Service Provider, including any expense involved in performing or completing the Services either by the Department or any other party, the amount of such additional expense, together with any other loss sustained by the Department will be a debt due from the Service Provider to the Department and, without prejudice to any other right of the Department, may be deducted from any Fees outstanding to the Service Provider.
- 24.5 If the Department fails to pay any Overdue Amount as defined in clause 5.6 of this Agreement, the Service Provider may:
- (a) issue a demand to the Department clearly stating that the amount has been overdue for a period for at least 30 days; and
- (b) if the amount due has not been paid within 14 days of service of the Service Provider's demand, terminate this Agreement on 30 days' written notice to the Department.
- 24.6 In the event of termination under clause 24.5, the Service Provider must repay moneys in accordance with clause 23.4 and return documentation and materials in accordance with clauses 23.5 and 15.5 of this Agreement.

25. DISPUTE

- 25.1 If either the Department or the Service Provider considers that there is a dispute or difference arising out of or relating to this Agreement (**Dispute**) the parties may adopt the procedure set out in this clause to resolve the Dispute. Notwithstanding the provisions in this clause, if the Services have not yet

25. DISPUTE RESOLUTION

been completed, the Service Provider must at all times proceed to complete the Services and perform its obligations without delay.

- 25.2 If the parties agree to adopt the procedures set out in this clause, either party within twenty-eight (28) days of the Dispute arising must send a notice to the other party specifying the detailed particulars of the matters in Dispute and its proposal for their resolution (**Dispute Notice**).
- 25.3 The Department's Representative (or other person authorised by the Department) and the Service Provider (or its Representative) must meet personally within two (2) working days (or other such period as agreed) after service of the Dispute Notice to attempt to resolve the Dispute on a basis consistent with a wish to retain a long term relationship between the parties.
- 25.4 If the parties are unable to resolve the Dispute within three (3) working days of the meeting referred to in clause 25.3 (or such longer period as may be agreed) the Dispute may, by agreement of the parties, be referred to mediation.
- 25.5 If the parties have agreed to mediation but are unable to agree on the appointment of a mediator (**Mediator**), the Mediator must be appointed by the President of the Law Institute of Victoria.
- 25.6 The Mediator must act as a mediator and not as arbitrator.
- 25.7 Unless otherwise agreed by the parties, the place of resolution of the Dispute will be in Melbourne.
- 25.8 The parties must, unless they agree otherwise, each bear their own costs and must contribute equally to the Mediator's costs.
- 25.9 Neither party may oppose an application for urgent interlocutory relief pending the resolution of a Dispute under this clause 25.

26. SUBCONTRACTORS

- 26.1 The Service Provider must not engage subcontractors to conduct the whole or any part of the Services without the prior written approval of the Department.
- 26.2 If the Department has given written approval and the Service Provider subcontracts the performance of any part of the Services, the Service Provider remains fully responsible for:
- (a) all acts and omissions of its subcontractors as if they were the acts or omissions of the Service Provider; and
 - (b) carrying out the Services and complying with all obligations under this Agreement.

27. INSURANCE

- 27.1 The Service Provider must effect and maintain each of the Required Insurances as set out in Schedule 1 (Agreement Details). The Required Insurances must be with a reputable insurer.
- 27.2 If the Required Insurances includes:

27.2 **Required Insurances**

- (a) *professional indemnity insurance*, the Service Provider must maintain the insurance from the date on which it commences the Services until seven (7) years after the Services have been completed or other period as may be accepted by the Department in writing; or
- (b) *public liability insurance*, the Service Provider must maintain the insurance for the duration of the period in which the Services are provided.

27.3 Upon request by the Department from time to time, the Service Provider must provide proof, by way of certificates of currency or other form as may be agreed by the Department, that the Required Insurances have been effected and maintained.

28. NOTICES

28.1 Any notice required by or permitted under this Agreement will be deemed to be duly served if delivered to:

- (a) the Department at its address for service as set out in Schedule 1 (Agreement Details) or such other address as is notified in writing by the Department.
- (b) the Service Provider at its address for service as set out in Schedule 1 (Agreement Details) or such other address as is notified in writing by the Service Provider to the Department.

28.2 Notices may be delivered by hand, by prepaid mail, or by facsimile or electronic mail and will be deemed to be duly served:

- (a) if delivered by hand, at the time of delivery;
- (b) if sent by post, two business days after the date on which it was posted;
- (c) if sent by facsimile transmission, on receipt by the sender of a transmission report from the despatching machine showing the date of transmission, the relevant number of pages, the correct telephone number of the destination facsimile machine and the result of the transmission as satisfactory; and
- (d) if sent by email, if the message is correctly addressed and successfully transmitted to that Party's email address, at the time that the sender's computer records that transmission was successful.

29. GENERAL

29.1 **(Applicable Laws)** Nothing in this Agreement is intended to affect or restrict in any way, the rights and obligations of parties under any applicable Laws which the parties are not permitted to contract out of, including the *Professional Standards Act 2003 (Vic)* and the *Building and Construction Industry Security of Payment Act 2002 (Vic)*.

29.2 **(Entire Agreement)** This Agreement constitutes the entire agreement between the parties and supersedes all communications, negotiations, arrangements and agreements, whether oral or written, between the parties with respect to the subject matter of this Agreement. If Annexure C (Service Provider's Cleaning Methodology) contains terms and conditions that are not

Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

EXECUTION AND DATE

Executed as an agreement.

Date: 25/08 / 2020

Executed by [Personal Information])
for and on behalf of the State of)
Victoria)

in the presence of:

[Personal Information]

Signed

Name of Witness

Signature of Witness ←

Executed by AMC Commercial)
Cleaning (Vic) Pty Ltd, ABN 14 108)
116 187 in accordance with section 127)
of the Corporations Act 2001 in the)
presence of)

[Personal Information]

Print Name of Director/Company
Secretary

[Personal Information]

Signature of Director/Company
Secretary

Print Name of Director

Signature of Director ←

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Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 1 – AGREEMENT DETAILS

Service Provider Details	Name: AMC Commercial Cleaning (Vic) Pty Ltd ABN: [14 108 116 187]
Service Provider's Representative: (Clause 5.3)	Name: Personal Information Victorian State Operations Manager Phone: Personal Information
Service Provider's Address for Service: (Clause 22.1)	Postal address: 22 Garden Boulevard, Dingley Village, VIC 3172 Email: Personal Information @amcclean.com.au
Department's Representative: (Clause 5.1)	Name: Rachaele May Phone: Personal Information
Department's Address for Service: (Clause 22.1)	Personal Information Fax: [Not applicable] Email: Personal Information @agriculture.vic.gov.au
Commencement Date: (Clause 3.1)	[30 May 2020]
Completion Date: (Clause 3.1)	[30 June 2020]
Further terms (Clause 3.3)	[Not Applicable]
Required Insurances: (Clause 21)	1. <i>Public liability insurance</i> in an amount not less than \$20 million per occurrence. [

Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 2 – SERVICES

1. The Service Provider must carry out the Services as described at **Annexure A** and below.
2. In addition to any obligations under clause 4.4 and any Reports required under this Agreement, the Service Provider must provide a Cleaning Certificate stating what rooms and common areas have been cleaned at the completion of each day (or as requested by the Department).
3. The Cleaning Certificate must be signed by the onsite supervisor confirming completion of the Services for that day and must include any information required by the Department.
4. When conducting a full COVID-19 clean of any hotel rooms, the Service Provider must provide a Report to the Department at the completion of each day, using the below template (or as amended by the Department):]

Service Provider Report

Hotel:	
Address:	
Start Date:	
Total Number of Rooms Cleaned:	
Notes:	
Total Cost:	

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Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 3 – PAYMENT TERMS

1. [The Fees payable to the Service Provider in respect of the Services will be calculated on the basis set out below and as governed by clauses 4 and 5.
2. The Service Provider is to submit weekly invoices specifying, in addition to the information required under clause 5.3:
 - a) The name of the Hotel and Hotel Supervisor where the Services were delivered;
 - b) The number of days and dates of attendance at each Hotel, and whether any penalty rates apply;
 - c) The type of cleaning service delivered (eg Routine common area touchpoints/ full COVID-19 clean)
 - d) The total number of areas and/or rooms cleaned;
 - e) Any other itemised Services in the approved Scope of Services; and
 - f) Any other information required by the Department
3. The Fees payable will be calculated in accordance with the rate schedule as listed in the Table below.

Rates Schedule

Cleaning and Disinfection	\$55.00 per hour (GST exclusive)
Steam cleaning	\$2.50 m ² (GST exclusive)

Penalty rates will apply for any Services delivered before 6am and after 6pm Monday to Friday, weekends and public holidays. For Services delivered outside these hours on Monday to Friday, on a Saturday and/or a public holiday, the Fees payable will be calculated based on a rate of \$82.50 per hour (GST Exclusive). For Services delivered on a Sunday the Fees payable will be calculated based on a rate of \$110 per hour (GST Exclusive).

The above rates are inclusive of all labour costs and equipment.

The total Fees payable to the Service Provider under this Agreement must not exceed \$100,000 including GST without the express written approval of the Department.]

4. Subject to clauses 4 and 5 of the Agreement and the terms of this Schedule, the Department will pay the Service Provider within thirty (30) days of the submission of each Tax Invoice specifying in detail (to the satisfaction of the Department) the Services which have been performed and the Fees and expenses incurred in accordance with the Agreement. Each Tax Invoice must be provided by the Service Provider on a weekly basis.

ANNEXURE A – SERVICES BRIEF

Quarantine Accommodation Program

In response to the state of emergency that has been declared in Victoria due to the COVID-19 pandemic, the State of Victoria has agreed to make accommodation, including hotels (collectively call "Hotels"), available to certain Victorians, for the purpose of self-isolation requirements, including to:

- all travellers returning from overseas to Victoria, for an enforced quarantine period of 14-days; and
- health care and associated workers.

Service requirements

- (i) The Service Provider must provide cleaning services ("the Services") at Hotels as directed by the Department from time to time.
- (ii) The Services will be provided at rooms ("the Rooms") and common areas within the Hotels where there has been a positive confirmation of COVID-19.
- (iii) The Services must be provided in accordance with this Agreement including but not limited to in accordance with clauses 6 and 7.
- (iv) The Department must preapprove the scope of the Services in accordance with clause 4 of this Agreement.
- (v) The Services will include but not be limited to the following Services:
 - (a) cleaning, sanitising and disinfecting of the Rooms, surfaces, common areas and Hotel equipment; and
 - (a) Ensuring the Rooms and common areas are safe for someone else to occupy without being at risk of infection from COVID-19.
- (vi) The Services must be delivered in accordance with:
 - (i) The Victorian Government authorised COVID-19 Quarantine Hotel cleaning procedure and standards ("DHHS Quarantine Hotel Cleaning Procedure") at **Annexure B**, as amended from time to time;
 - (ii) any additional government authorised and recommended COVID-19 protocols that do not conflict with the DHHS Quarantine Hotel Cleaning Procedure,
 - (iii) with any further directions provided by the Department; and
 - (iv) the approved chemicals and procedures provided in the Service Provider's documentation ("Service Provider's Cleaning Methodology") at **Annexure C** except to the extent the Service Provider's Cleaning Methodology is inconsistent with the latest government authorised procedures for cleaning COVID-19 accommodation or the DHHS Quarantine Hotel Cleaning Procedure.
- (vii) Where the DHHS Quarantine Hotel Cleaning Procedure conflicts with any other government authorised COVID-19 cleaning standards, the Service Provider must seek clarification from the Department on the standards required before provision of the Services.

Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

(viii)

Provision of Services generally

- (ix) The Service Provider must cooperate with and regularly liaise with the Department including but not limited to:
- (a) following all reasonable directions made by the Department;
 - (b) immediately notifying the Department of any issues in relation to the provision of the Services, including but not limited to:
 - anything which may create a risk (including health risk) to any of the Hotel guests or any other person, such as any occupational health and safety incidents,
 - unavailability of the Service Provider's Personnel,
 - known exposure to or infection of COVID-19 of the Service Provider's Personnel, or
 - circumstances which cast doubt on the fitness of any of the Service Provider's Personnel to provide the Services;
 - (c) cooperating with any other contractors of any nature engaged by the Department; and
 - (d) providing Reports to the Department as and when requested which will include all information reasonably requested by the Department and be in a form notified by the Department.

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Cleaning and disinfecting to reduce COVID-19 transmission

Tips for non-healthcare settings
20 March 2020

Purpose

The current outbreak of coronavirus disease 2019 (COVID-19) has been declared a pandemic. The Victorian government is working with health services, agencies and businesses to keep the Victorian community safe.

As more people are diagnosed with COVID-19, practicing good personal hygiene will be critical to help prevent the spread of this disease. It will also be important to clean and disinfect premises, including non-healthcare settings, where cases worked or studied.

This guide aims to provide advice on cleaning and disinfecting to reduce the risk of COVID-19 transmission in all non-healthcare settings in Victoria. The principles in this guide apply equally to domestic settings, office buildings, small retail businesses, social venues and all other non-healthcare settings.

How COVID-19 is transmitted

- COVID-19 spreads through close contact with an infected person and is typically transmitted via respiratory droplets (produced when an infected person coughs or sneezes). It may also be possible for a person to acquire the disease by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes, but this is not thought to be the main way that the virus is spreading in this pandemic.
- Current evidence suggests the virus causing COVID-19 may remain viable on surfaces for many hours and potentially for some days. The length of time that COVID-19 survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid (e.g. respiratory droplets) present, and environmental temperature and humidity. In general, coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out.

Cleaning and disinfection

- **Cleaning** means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.
- **Disinfection** means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.
- Transmission or spread of coronavirus occurs much more commonly through direct contact with respiratory droplets than through contaminated objects and surfaces. The risk of catching coronavirus when cleaning is substantially lower than any risk from being face-to-face without appropriate personal protective equipment with a confirmed case of COVID-19 who may be coughing or sneezing.

Importance of cleaning your hands regularly

- Soap and water should be used for hand hygiene when hands are visibly soiled. Use an alcohol-based hand rub at other times (for example, when hands have been contaminated from contact with environmental surfaces).
- Cleaning hands also helps to reduce contamination of surfaces and objects that may be touched by other people.

- Avoid touching your face, especially their mouth, nose, and eyes when cleaning.
- Always wash your hands with soap and water or use alcohol-based hand rub before putting on and after removing gloves used for cleaning.

Cleaning and disinfection

Routine cleaning and disinfection

Households, workplaces and schools should routinely (at least daily) clean frequently touched surfaces (for example, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles). Also, clean surfaces and fittings when visibly soiled and immediately after any spillage. Where available, a disinfectant may be used following thorough cleaning. See below for [choice, preparation and use of disinfectants](#).

What to clean and disinfect and when

Clean and disinfect all areas (for example, offices, bathrooms and common areas) that were used by the suspected or confirmed case of COVID-19. Close off the affected area before cleaning and disinfection. Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.

In situations where a suspected or confirmed case remains in a facility that houses people overnight (for example, a boarding house or hotel), focus on cleaning and disinfection of common areas. To minimise any risk of exposure to staff, only clean or disinfect bedrooms/bathrooms used exclusively by suspected or confirmed case as needed.

In household settings where there is an suspected or confirmed case, dedicate a bedroom (and bathroom if possible) for their exclusive use. Clean or disinfect the ill person's bedroom/bathroom as needed (at least daily). If a separate bathroom is not available, the bathroom should be cleaned and disinfected after each use by the ill person.

How to clean and disinfect

1. Wear gloves when cleaning and disinfecting. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and disinfection and should not be used for other purposes. Wash reusable gloves with soap and water after use and leave to dry. Clean hands immediately after removing gloves.
2. Thoroughly clean surfaces using detergent (soap) and water.
3. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
4. Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

A one-step detergent/disinfectant product may be used as long as the manufacturer's instructions are followed regarding dilution, use and contact times for disinfection (that is, how long the product must remain on the surface to ensure disinfection takes place).

Cleaning and disinfection of items that cannot withstand bleach

Soft furnishings or fabric covered items (for example, fabric covered chairs or car seats) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Use of personal protective equipment (PPE) when cleaning

Gloves are recommended when cleaning and disinfecting. Use of eye protection, masks and gowns is not required when undertaking routine cleaning.

Always follow the manufacturer's advice regarding use of PPE when using disinfectants.

For cleaning and disinfection for suspected and confirmed cases, when available, a surgical mask and eye protection may provide a barrier against inadvertently touching your face with contaminated hands and fingers, whether gloved or not.

For cleaning and disinfection for suspected and confirmed cases, wear a full-length disposable gown in addition to the surgical mask, eye protection and gloves if there is visible contamination with respiratory secretions or other body fluid. Get advice from your work health and safety consultants on correct procedures for wearing PPE.

Choice, preparation and use of disinfectants

- Where possible, use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Chlorine-based (bleach) disinfectants are one product that is commonly used. Other options include common household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).
- Follow the manufacturer's instructions for appropriate dilution and use. Table 1 below provides dilution instructions when using bleach solutions.

Chlorine dilutions calculator

Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid — can be found on the product label.

Table 1. Recipes to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the [department's website](https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator) <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Management of linen, crockery and cutlery

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Reducing the risk of transmission in social contact settings

Social contact settings or environments include (but are not limited to), transport vehicles, shopping centres and private businesses.

To reduce the risk of spreading COVID-19 in these settings:

- Promote cough etiquette and respiratory hygiene.
- Routinely clean frequently touched hard surfaces with detergent/disinfectant solution/wipe.
- Provide adequate alcohol-based hand rub for staff and consumers to use. Alcohol-based hand rub stations should be available, especially in areas where food is on display and frequent touching of produce occurs.
- Train staff on use of alcohol-based hand rub.
- Consider signs to ask shoppers to only touch what they intend to purchase.

Vehicle air-conditioning should be set to fresh air



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From: [Personal Information]
Sent: Tue, 28 Apr 2020 09:45:51 +1000
To: [Personal Information] (DJPR)
Cc: [Personal Information]
Subject: COVID-19 - Hotel Infectious Cleans
Attachments: JDS_Diversol_CX_MSD.pdf, SDS - Geneon Sanitiser.pdf, RF-12-SDS-GHS.pdf, WI - 1100 v1 Infectious Cleaning - PPE Fitting & Removal.pdf, WI - 1102 Sanitising Cleaning (002).pdf

Hi [Personal Information]

Thank you very much for your enquiry. Please find attached information pertaining to the COVID-19 infectious cleans, including the work procedure/instruction and chemical SDSs. Essentially, all surfaces are wiped down and disinfected using an appropriate sanitising agent, then we fog all surfaces to ensure all germs/bacteria are eliminated.

Chemicals used are as follows (SDSs attached):

- Agar RF-12
- GenEon Sanitizer/Disinfectant
- Diversol 5000

Hope this helps, but please let me know if you have any further queries regarding this matter.

Thank you

Kind Regards,

[Personal Information]

General Manager
IKON Services Australia Pty Ltd

[Personal Information]

www.ikonservices.com.au

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MATERIAL SAFETY DATA SHEET

Product Name **DIVERSOL 5000**

1. IDENTIFICATION OF THE MATERIAL AND SUPPLIER

Supplier Name DIVERSEY AUSTRALIA PTY. LIMITED
Address 29 Chifley St, Smithfield, NSW, AUSTRALIA, 2164
Telephone (02) 9757 0300
Fax (02) 9725 5767
Emergency 1800 033 111 (24 hrs)
Email aucustserv@diversey.com
Web Site http://www.diversey.com
Synonym(s) ALL PACK SIZES
Use(s) HOSPITAL DISINFECTANT
SDS Date 29 Mar 2011

2. HAZARDS IDENTIFICATION

CLASSIFIED AS HAZARDOUS ACCORDING TO SAFE WORK AUSTRALIA CRITERIA

RISK PHRASES

R22 Harmful if swallowed.
 R31 Contact with acids liberates toxic gas.
 R36/37/38 Irritating to eyes, respiratory system and skin.

SAFETY PHRASES

S2 Keep out of reach of children.
 S8 Keep container dry.
 S26 In case of contact with eyes, rinse immediately with plenty of water and seek medical advice.
 S28 After contact with skin, wash immediately with plenty of water.
 S41 In case of fire and/or explosion, do not breathe fumes.

NOT CLASSIFIED AS A DANGEROUS GOOD BY THE CRITERIA OF THE ADG CODE

UN No. None Allocated **DG Class** None Allocated **Subsidiary Risk(s)** None Allocated
Packing Group None Allocated **Hazchem Code** None Allocated

3. COMPOSITION/ INFORMATION ON INGREDIENTS

Ingredient	Formula	CAS No.	Content
SODIUM DICHLOROISOCYANURATE DIHYDRATE	C3-H-Cl-N3-O3.Na.2H2-O	51580-86-0	30-60%
ALKALINE SALT(S)	Not Available	Not Available	30-60%

Product Name **DIVERSOL 5000****3. COMPOSITION/ INFORMATION ON INGREDIENTS**

Ingredient	Formula	CAS No.	Content
NON HAZARDOUS INGREDIENTS	Not Available	Not Available	10-30%

4. FIRST AID MEASURES

Eye	If in eyes, hold eyelids apart and flush continuously with running water. Continue flushing until advised to stop by a Poisons Information Centre, a doctor, or for at least 15 minutes.
Inhalation	If inhaled, remove from contaminated area. Apply artificial respiration if not breathing.
Skin	If skin or hair contact occurs, remove contaminated clothing and flush skin and hair with running water. Continue flushing with water until advised to stop by a Poisons Information Centre or a doctor.
Ingestion	For advice, contact a Poison Information Centre on 13 11 26 (Australia Wide) or a doctor (at once). If swallowed, do not induce vomiting.
Advice to Doctor	Treat symptomatically.

5. FIRE FIGHTING MEASURES

Flammability	Non flammable. May evolve toxic gases if strongly heated.
Fire and Explosion	Treat as per requirements for Surrounding Fires: Evacuate area and contact emergency services. Remain upwind and notify those downwind of hazard. Wear full protective equipment including Self Contained Breathing Apparatus (SCBA) when combating fire. Use waterfog to cool intact containers and nearby storage areas.
Extinguishing	Prevent contamination of drains or waterways.
Hazchem Code	None Allocated

6. ACCIDENTAL RELEASE MEASURES

Spillage	Contact emergency services where appropriate. Use personal protective equipment. Clear area of all unprotected personnel. Prevent spill entering drains or waterways. Contain spillage, then collect and place in suitable containers for reuse or disposal. Avoid generating dust.
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7. STORAGE AND HANDLING

Storage	Store in a cool, dry, well ventilated area, removed from oxidising agents, acids and foodstuffs. Ensure containers are adequately labelled.
Handling	Before use carefully read the product label. Use of safe work practices are recommended to avoid eye or skin contact and inhalation. Observe good personal hygiene, including washing hands before eating. Prohibit eating, drinking and smoking in contaminated areas.

8. EXPOSURE CONTROLS/ PERSONAL PROTECTION

Exposure Stds	SODIUM DICHLOROISOCYANURATE DIHYDRATE ES-TWA: 1 ppm (Chlorine-decomposition)
Biological Limits	No biological limit allocated.
Engineering Controls	Avoid inhalation. Use in well ventilated areas. Where an inhalation risk exists, mechanical extraction ventilation is recommended.
PPE	Wear dust-proof goggles and PVC or rubber gloves. When using large quantities or where heavy contamination is likely, wear: coveralls. Where an inhalation risk exists, wear: a Class P1 (Particulate) respirator.

Product Name **DIVERSOL 5000**

9. PHYSICAL AND CHEMICAL PROPERTIES

Appearance	WHITE POWDER (PURPLE SOLUTION)	Solubility (water)	SOLUBLE
Odour	CHARACTERISTIC ODOUR	Specific Gravity	NOT AVAILABLE
pH	NOT AVAILABLE	% Volatiles	NOT AVAILABLE
Vapour Pressure	NOT AVAILABLE	Flammability	NON FLAMMABLE
Vapour Density	NOT AVAILABLE	Flash Point	NOT RELEVANT
Boiling Point	NOT AVAILABLE	Upper Explosion Limit	NOT RELEVANT
Melting Point	NOT AVAILABLE	Lower Explosion Limit	NOT RELEVANT
Evaporation Rate	NOT AVAILABLE	Decomposition Temperature	NOT AVAILABLE
Autoignition Temperature	NOT AVAILABLE	Viscosity	NOT AVAILABLE
Partition Coefficient	NOT AVAILABLE		

10. STABILITY AND REACTIVITY

Chemical Stability	Stable under recommended conditions of storage.
Conditions to Avoid	Avoid heat, sparks, open flames and other ignition sources.
Material to Avoid	Incompatible with oxidising agents and acids (eg. nitric acid).
Hazardous Decomposition Products	May evolve toxic gases if heated to decomposition.
Hazardous Reactions	Polymerization is not expected to occur.

11. TOXICOLOGICAL INFORMATION

Health Hazard Summary	This product has the potential to cause adverse health effects with over exposure. Use safe work practices to avoid eye or skin contact and inhalation.
Eye	Contact may result in irritation, lacrimation, pain and redness.
Inhalation	Over exposure may result in irritation of the nose and throat, with coughing.
Skin	Contact may result in irritation, redness, pain and rash.
Ingestion	Ingestion may result in gastrointestinal irritation, nausea, vomiting, abdominal pain and diarrhoea.
Toxicity Data	SODIUM DICHLOROISOCYANURATE DIHYDRATE (51580-86-0) LD50 (Ingestion): 1670 mg/kg (mammal) LDLo (Ingestion): 3570 mg/kg (human)

12. ECOLOGICAL INFORMATION

Environment	Limited ecotoxicity data was available for this product at the time this report was prepared. Ensure appropriate measures are taken to prevent this product from entering the environment.
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13. DISPOSAL CONSIDERATIONS

Waste Disposal	Ensure product is covered with moist soil to prevent dust generation and dispose of to approved Council landfill. Contact the manufacturer if additional information is required.
Legislation	Dispose of in accordance with relevant local legislation.

Product Name **DIVERSOL 5000**

14. TRANSPORT INFORMATION

NOT CLASSIFIED AS A DANGEROUS GOOD BY THE CRITERIA OF THE ADG CODE

Shipping Name	None Allocated			
UN No.	None Allocated	DG Class	None Allocated	Subsidiary Risk(s) None Allocated
Packing Group	None Allocated	Hazchem Code	None Allocated	

15. REGULATORY INFORMATION

Poison Schedule Classified as a Schedule 6 (S6) Poison using the criteria in the Standard for the Uniform Scheduling of Medicines and Poisons (SUSMP).

AICS All chemicals listed on the Australian Inventory of Chemical Substances (AICS).

16. OTHER INFORMATION

Additional Information The typical in-use solution of 1g powder / 20ml water is not classified as hazardous according to criteria of Safe Work Australia.

EXPOSURE STANDARDS - TIME WEIGHTED AVERAGES: Exposure standards are established on the premise of an 8 hour work period of normal intensity, under normal climatic conditions and where a 16 hour break between shifts exists to enable the body to eliminate absorbed contaminants. In the following circumstances, exposure standards must be reduced: strenuous work conditions; hot, humid climates; high altitude conditions; extended shifts (which increase the exposure period and shorten the period of recuperation).

ABBREVIATIONS:

ACGIH - American Conference of Industrial Hygienists.
 ADG - Australian Dangerous Goods.
 BEI - Biological Exposure Indice(s).
 CAS# - Chemical Abstract Service number - used to uniquely identify chemical compounds.
 CNS - Central Nervous System.
 EC No - European Community Number.
 HSNO - Hazardous Substances and New Organisms.
 IARC - International Agency for Research on Cancer.
 mg/m³ - Milligrams per Cubic Metre.
 NOS - Not Otherwise Specified.
 pH - relates to hydrogen ion concentration using a scale of 0 (high acidic) to 14 (highly alkaline).
 ppm - Parts Per Million.
 RTECS - Registry of Toxic Effects of Chemical Substances.
 STEL - Short Term Exposure Limit.
 SWA - Safe Work Australia.
 TWA - Time Weighted Average.

HEALTH EFFECTS FROM EXPOSURE:

It should be noted that the effects from exposure to this product will depend on several factors including: frequency and duration of use; quantity used; effectiveness of control measures; protective equipment used and method of application. Given that it is impractical to prepare a Chem Alert report which would encompass all possible scenarios, it is anticipated that users will assess the risks and apply control methods where appropriate.

PERSONAL PROTECTIVE EQUIPMENT GUIDELINES:

The recommendation for protective equipment contained within this Chem Alert report is provided as a guide only. Factors such as method of application, working environment, quantity used, product concentration and the availability of engineering controls should be considered before final selection of personal protective equipment is made.

Report Status This document has been compiled by RMT on behalf of the manufacturer of the product and serves as the manufacturer's Safety Data Sheet ('SDS').

Product Name **DIVERSOL 5000**

It is based on information concerning the product which has been provided to RMT by the manufacturer or obtained from third party sources and is believed to represent the current state of knowledge as to the appropriate safety and handling precautions for the product at the time of issue. Further clarification regarding any aspect of the product should be obtained directly from the manufacturer.

While RMT has taken all due care to include accurate and up-to-date information in this SDS, it does not provide any warranty as to accuracy or completeness. As far as lawfully possible, RMT accepts no liability for any loss, injury or damage (including consequential loss) which may be suffered or incurred by any person as a consequence of their reliance on the information contained in this SDS.

Prepared By Risk Management Technologies
5 Ventnor Ave, West Perth
Western Australia 6005
Phone: +61 8 9322 1711
Fax: +61 8 9322 1794
Email: info@rmt.com.au
Web: www.rmt.com.au

SDS Date 29 Mar 2011

End of Report

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Safety Data Sheet

acc. to OSHA HCS (29 CFR 1910.1200)

Printing date 08/31/2015

Reviewed on 08/31/2015

1 Identification

- **Product identifier**
- **Trade name:** GenEon Sanitizer / Disinfectant
- **Article number:** No other identifiers
- **Recommended use and restriction on use**
- **Recommended use:**
Disinfectant
Cleaning agent/ Cleaner
- **Restrictions on use:** See Sections 8 and 10 for further information.
- **Details of the supplier of the Safety Data Sheet**
- **Manufacturer/Supplier:**
GRN Technologies Pty Ltd Wagga Wagga, NSW, 2650
Phone 612 431 444 487
- **Emergency telephone number:**
ChemTel Inc.
(800)255-3924, +1 (813)248-0585

2 Hazard(s) identification

- **Classification of the substance or mixture**
The product is not classified as hazardous according to the Globally Harmonized System (GHS).
- **Additional information:**
There are no other hazards not otherwise classified that have been identified.
0 percent of the mixture consists of ingredient(s) of unknown toxicity.
- **Label elements**
- **GHS label elements**
The product is not classified as hazardous according to OSHA GHS regulations within the United States.
- **Hazard pictograms** Not Regulated
- **Signal word** Not Regulated
- **Hazard-determining components of labeling:** None.
- **Hazard statements** Not Regulated
- **Precautionary statements** Not Regulated
- **Classification system:**
- **NFPA ratings (scale 0 - 4)**

Health = 1
Fire = 0
Reactivity = 0

HMIS-ratings (scale 0 - 4)

1 Health = 1
0 Fire = 0
0 Reactivity = 0

REACTIVITY	0
	0
	0

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Safety Data Sheet

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- **Other hazards**
- **Results of PBT and vPvB assessment**
- **PBT:** Not applicable.
- **vPvB:** Not applicable.

3 Composition/information on ingredients

COMPOSITION	WEIGHT %	CAS #	HAZARD CLASSIFICATION
Water	99.95%	7732-18-5	None
Hypochlorous Acid	0.05%	7790-92-3	[Xi] Irritant

Balance of other ingredients is less than 1% in concentration (or 0.1% for carcinogens, reproductive toxins, or respiratory sensitizers).

4 First-aid measures

- **Description of first aid measures**
- **General information:** No special measures required.
- **After inhalation:** Supply fresh air; consult doctor in case of complaints.
- **After skin contact:**
Rinse with warm water.
If skin irritation is experienced, consult a doctor.
- **After eye contact:**
Remove contact lenses if worn.
Rinse opened eye for several minutes under running water. If symptoms persist, consult a doctor.
- **After swallowing:**
Rinse out mouth and then drink plenty of water.
Do not induce vomiting.
- **Information for doctor:**
- **Most important symptoms and effects, both acute and delayed**
No further relevant information available.
- **Danger** No further relevant information available.
- **Indication of any immediate medical attention and special treatment needed**
No further relevant information available.

5 Fire-fighting measures

- **Extinguishing media**
- **Suitable extinguishing agents:** The product is not flammable.
- **For safety reasons unsuitable extinguishing agents:** None.
- **Special hazards arising from the substance or mixture** No further relevant information available.
- **Advice for firefighters**
- **Protective equipment:**
Wear self-contained respiratory protective device.
Wear fully protective suit.
- **Additional information** No further relevant information available.

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Trade name: GenEon Sanitizer / Disinfectant

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6 Accidental release measures

- **Personal precautions, protective equipment and emergency procedures**
Ensure adequate ventilation.
- **Environmental precautions:** No special measures required.
- **Methods and material for containment and cleaning up:**
Dispose of the collected material according to regulations.
- **Reference to other sections**
See Section 7 for information on safe handling.
See Section 8 for information on personal protection equipment.
See Section 13 for disposal information.

7 Handling and storage

- **Handling:**
- **Precautions for safe handling** No special measures required.
- **Information about protection against explosions and fires:** No special measures required.
- **Conditions for safe storage, including any incompatibilities**
- **Storage:**
- **Requirements to be met by storerooms and receptacles:** No special requirements.
- **Information about storage in one common storage facility:** Not required.
- **Further information about storage conditions:** None.
- **Specific end use(s)** No further relevant information available.

8 Exposure controls/personal protection

- | Chemical Name | CAS # | ACGIH TLV | OSHA TWA |
|-------------------|-----------|------------|------------|
| Hypochlorous Acid | 7790-92-3 | Not Listed | Not Listed |
- **Additional information about design of technical systems:** No further data; see item 7.
 - **Control parameters**
 - **Components with limit values that require monitoring at the workplace:**
The product does not contain any relevant quantities of materials with critical values that have to be monitored at the workplace.
 - **Additional information:** No further relevant information available.
 - **Exposure controls**
 - **Personal protective equipment:**
 - **General protective and hygienic measures:**
The usual precautionary measures for handling chemicals should be followed.
Keep away from foodstuffs, beverages and feed.
 - **Engineering controls:** No further relevant information available.
 - **Breathing equipment:** Not required under normal conditions of use.
 - **Protection of hands:** Not required under normal conditions of use.
 - **Eye protection:** Safety glasses or goggles recommended



Safety glasses

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Trade name: GenEon Sanitizer / Disinfectant

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- **Body protection:** Not required under normal conditions of use.
- **Limitation and supervision of exposure into the environment** No special requirements.
- **Risk management measures** No special requirements.

9 Physical and chemical properties

- **Information on basic physical and chemical properties**

- **General Information**

- **Appearance:**

Form: Liquid

Color: Colorless

- **Odor:**

Slight chlorine odor

- **Odor threshold:**

Not determined.

- **pH-value at 20 °C (68 °F):**

About 7

- **Change in condition**

- **Melting point/Melting range:**

Undetermined. 100 °

- **Boiling point/Boiling range:**

C (212 °F)

- **Flash point:**

Not applicable.

- **Flammability (solid, gaseous):**

Product is not flammable.

- **Auto-ignition temperature:**

Not determined.

- **Decomposition temperature:**

Not determined.

- **Auto igniting:**

Product is not self-igniting.

- **Danger of explosion:**

Product does not present an explosion hazard.

- **Explosion limits:**

- **Lower:**

Not determined.

- **Upper:**

Not determined.

- **Oxidizing properties**

Not determined.

- **Vapor pressure at 20 °C (68 °F):**

23 hPa (17 mm Hg)

- **Density at 20 °C (68 °F):**

1 g/cm³ (8.345 lbs/gal)

- **Relative density**

Not determined.

- **Vapour density**

Not determined.

- **Evaporation rate**

Not determined.

- **Solubility in / Miscibility with**

- **Water:**

Fully miscible.

- **Partition coefficient (n-octanol/water):** Not determined.

- **Viscosity:**

- **Dynamic:**

Not determined.

- **Kinematic:**

Not determined.

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Trade name: GenEon Sanitizer / Disinfectant

· **Other information**

No further relevant information available.

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10 Stability and reactivity

- **Reactivity** No further relevant information available.
- **Chemical stability**
- **Thermal decomposition / conditions to be avoided:**
No decomposition if used and stored according to specifications.
- **Possibility of hazardous reactions** No dangerous reactions known.
- **Conditions to avoid** No further relevant information available.
- **Incompatible materials:** No further relevant information available.
- **Hazardous decomposition products:**
Carbon monoxide and carbon dioxide
Possible in traces:

11 Toxicological information

- **Information on toxicological effects**
Hypochlorous Acid CAS# 7790-92-3
 - **Acute toxicity:**
 - **LD/LC50 values that are relevant for classification:** None.
 - **Primary irritant effect:**
 - **on the skin:** Based on available data, the classification criteria are not met.
 - **on the eye:** Based on available data, the classification criteria are not met.
 - **Sensitization:** Based on available data, the classification criteria are not met.
 - **Additional toxicological information:**
The product is not subject to classification according to internally approved calculation methods for preparations:
When used and handled according to specifications, the product does not have any harmful effects according to our experience and the information provided to us.
 - **Carcinogenic categories**
- | |
|--|
| · NTP (National Toxicology Program) |
| None of the ingredients is listed. |
- | |
|--|
| · OSHA-Ca (Occupational Safety & Health Administration) |
| None of the ingredients is listed. |
- **Probable Routes of Exposure**
Ingestion.
Inhalation.
Eye contact.
Skin contact.
 - **Repeated Dose Toxicity:** No further relevant information available.
 - **CMR effects (carcinogenicity, mutagenicity and toxicity for reproduction):**
 - **Germ cell mutagenicity** Based on available data, the classification criteria are not met.
 - **Carcinogenicity** Based on available data, the classification criteria are not met.
 - **Reproductive toxicity** Based on available data, the classification criteria are not met.
 - **STOT-single exposure** Based on available data, the classification criteria are not met.

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- **STOT-repeated exposure** Based on available data, the classification criteria are not met.
- **Aspiration hazard** Based on available data, the classification criteria are not met.

12 Ecological information

- **Toxicity**
- **Aquatic toxicity:** No further relevant information available.
- **Persistence and degradability** No further relevant information available.
- **Behavior in environmental systems:**
- **Bioaccumulative potential** No further relevant information available.
- **Mobility in soil** No further relevant information available.
- **Additional ecological information:**
- **General notes:** Generally not hazardous for water
- **Other adverse effects** No further relevant information available.

13 Disposal considerations

- **Waste treatment methods**
- **Recommendation:**
Smaller quantities can be disposed of with household waste.
The user of this material has the responsibility to dispose of unused material, residues and containers in compliance with all relevant local, state and federal laws and regulations regarding treatment, storage and disposal for hazardous and nonhazardous wastes.
- **Uncleaned packagings:**
- **Recommendation:** Disposal must be made according to official regulations.
- **Recommended cleansing agent:** Water, if necessary with cleansing agents.

14 Transport information

- **UN-Number**
- **DOT, ADR, IMDG, IATA** Not Regulated
- **UN proper shipping name**
- **DOT, ADR, IMDG, IATA** Not Regulated
- **Transport hazard class(es)**
- **DOT, ADR, ADN, IMDG, IATA**
- **Class** Not Regulated
- **Packing group**
- **DOT, ADR, IMDG, IATA** Not Regulated
- **Environmental hazards:** Not applicable.
- **Special precautions for user** Not applicable.
- **Transport in bulk according to Annex II of MARPOL73/78 and the IBC Code** Not applicable.
- **UN "Model Regulation":** Not Regulated

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Trade name: GenEon Sanitizer / Disinfectant

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15 Regulatory information

- Safety, health and environmental regulations/legislation specific for the substance or mixture
- United States (USA)
- SARA

- **Section 302 (extremely hazardous substances)**

None of the ingredients is listed.

- **Section 304 (emergency release notification)**

None of the ingredients is listed.

- **Sections 311/312 (hazardous chemical threshold planning quantity in pounds)**

None of the ingredients is listed.

- **Section 355 (extremely hazardous substances):**

None of the ingredients is listed.

- **Section 313 (Specific toxic chemical listings):**

None of the ingredients are listed.

- **TSCA (Toxic Substances Control Act):**

All ingredients are listed.

- **Proposition 65 (California)**

- **Chemicals known to cause cancer:**

None of the ingredients are listed.

- **Chemicals known to cause reproductive toxicity for females:**

None of the ingredients are listed.

- **Chemicals known to cause reproductive toxicity for males:**

None of the ingredients is listed.

- **Chemicals known to cause developmental toxicity:**

None of the ingredients is listed.

- **Carcinogenic categories**

- **EPA (Environmental Protection Agency)**

None of the ingredients is listed.

- **IARC (International Agency for Research on Cancer)**

None of the ingredients is listed.

- **TLV (Threshold Limit Value established by ACGIH)**

None of the ingredients is listed.

- **NIOSH-Ca (National Institute for Occupational Safety and Health)**

None of the ingredients is listed.

- **State Right to Know Listings**

None of the ingredients is listed.

- **Canadian substance listings:**

- **Canadian Domestic Substances List (DSL)**

All ingredients are listed.

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Trade name: GenEon Sanitizer / Disinfectant

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· **Canadian Ingredient Disclosure list (limit 0.1%)**

None of the ingredients is listed.

· **Canadian Ingredient Disclosure list (limit 1%)**

None of the ingredients is listed.

· **Other regulations, limitations and prohibitive regulations**

This product has been classified in accordance with hazard criteria of the Controlled Products Regulations and the SDS contains all the information required by the Controlled Products Regulations.

· **Chemical safety assessment:** A Chemical Safety Assessment has not been carried out.

16 Other information

This information is based on our present knowledge. However, this shall not constitute a guarantee for any specific product features and shall not establish a legally valid contractual relationship.

· **Date of preparation / last revision** 08/31/2015 / -

· **Abbreviations and acronyms:**

ADR: Accord européen sur le transport des marchandises dangereuses par Route (European Agreement concerning the International Carriage of Dangerous Goods by Road)

IMDG: International Maritime Code for Dangerous Goods

DOT: US Department of Transportation

IATA: International Air Transport Association

ACGIH: American Conference of Governmental Industrial Hygienists

EINECS: European Inventory of Existing Commercial Chemical Substances

ELINCS: European List of Notified Chemical Substances

CAS: Chemical Abstracts Service (division of the American Chemical Society)

NFPA: National Fire Protection Association (USA)

HMIS: Hazardous Materials Identification System (USA)

LC50: Lethal concentration, 50 percent

LD50: Lethal dose, 50 percent

PBT: Persistent, Bioaccumulative and Toxic

vPvB: very Persistent and very Bioaccumulative

· **Sources**

Website, European Chemicals Agency ([http://http://echa.europa.eu/](http://echa.europa.eu/))

Website, US EPA Substance Registry Services ([http://http://ofmpub.epa.gov/sorinternet/registry/substreg/home/overview/home.do](http://ofmpub.epa.gov/sorinternet/registry/substreg/home/overview/home.do))

Website, Chemical Abstracts Registry, American Chemical Society (<https://www.cas.org>)

Patty's Industrial Hygiene, 6th ed., Rose, Vernon, ed. ISBN: 978-0-470-07488-6

Casarett and Doull's Toxicology: The Basic Science of Poisons, 8th Ed., Klaassen, Curtis D., ed., ISBN: 978-0-07-176923-5.

Safety Data Sheets, Individual Manufacturers

SDS Prepared by:

ChemTel Inc.

1305 North Florida Avenue

Tampa, Florida USA 33602-2902

Toll Free North America 1-888-255-3924 Intl. +01 813-248-0573

Website: www.chemtelinc.com



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Safety Data Sheet

Issued: November, 2016

Section 1 - Identification of the Material and Supplier

Chemical nature: Aqueous solution of quaternary ammonium compound.
Trade Name: **RF-12 SANITISER**
Product Code: RF5, RF20
Product Use: Sanitiser for killing germs on hard surfaces. Rinsing is not required when it is used at a dilution of 1 in 20 with water..
Creation Date: **November, 2016**

This version issued: This SDS issued November, 2016 shall remain valid for 5 years unless a new SDS is issued in the meantime. Please contact Agar Cleaning Systems P/L to ensure you have the latest version of this product's SDS.

Poisons Information Centre: Phone 13 1126 from anywhere in Australia

SUPPLIER DETAILS

Company: Agar Cleaning Systems Pty. Ltd.
 Address: 12-14 Cope Street, Preston, Vic. 3072 AUSTRALIA
 Telephone: 03 9480 3000 Facsimile: 03 9480 5100
 Web: www.agar.com.au Agar SDS are available from this website.
 Email: sales@agar.com.au

Section 2 - Hazards Identification

Statement of Hazardous Nature

This product is classified as: Not hazardous according to the criteria of SWA.

Not a Dangerous Good according to Australian Dangerous Goods (ADG) Code, IATA or IMDG/IMSBC criteria.

SUSMP Classification: None allocated.

ADG Classification: None allocated. Not a Dangerous Good according to Australian Dangerous Goods (ADG) Code, IATA or IMDG/IMSBC criteria.

UN Number: None allocated

GHS Signal word: NONE. Not hazardous.

RESPONSE

P353: Rinse skin or shower with water.

P301+P330+P331: IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.

Emergency Overview

Physical Description & Colour: Clear colourless mobile liquid.

Odour: None.

Major Health Hazards: None expected.

Section 3 - Composition/Information on Ingredients

Ingredients	CAS No	Conc,%	TWA (mg/m ³)	STEL (mg/m ³)
Benzalkonium chlorides	63449-41-2	<10	not set	not set
Water and other non hazardous ingredients	various	to 100	not set	not set

This is a commercial product whose exact ratio of components may vary slightly. Minor quantities of other non hazardous ingredients are also possible.

The SWA TWA exposure value is the average airborne concentration of a particular substance when calculated over a normal 8 hour working day for a 5 day working week. The STEL (Short Term Exposure Limit) is an exposure value that may be equalled (but should not be exceeded) for no longer than 15 minutes and should not be repeated more than 4 times per day. There should be at least 60 minutes between successive exposures at the STEL. The term "peak" is used when the TWA limit, because of the rapid action of the substance, should never be exceeded, even briefly.

Section 4 - First Aid Measures

General Information:

You should call the Poisons Information Centre if you feel that you may have been poisoned, burned or irritated by this product. The number is 13 1126 from anywhere in Australia (0800 764 766 in New Zealand) and is available at all times. Have this SDS with you when you call.

Inhalation: No first aid measures normally required. However, if inhalation has occurred, and irritation has developed, remove to fresh air and observe until recovered. If irritation becomes painful or persists more than about 30 minutes, seek medical advice.

Skin Contact: Irritation is unlikely. However, if irritation does occur, flush with lukewarm, gently flowing water for 5 minutes or until chemical is removed.

Eye Contact: Immediately flush the contaminated eye(s) with lukewarm, gently flowing water for 5 minutes or until the product is removed, while holding the eyelid(s) open. Obtain medical advice immediately if irritation occurs. Take special care if exposed person is wearing contact lenses.

Ingestion: If swallowed, do NOT induce vomiting. Wash mouth with water and contact a Poisons Information Centre, or call a doctor.

Section 5 - Fire Fighting Measures

Fire and Explosion Hazards: The major hazard in fires is usually inhalation of heated and toxic or oxygen deficient (or both), fire gases. There is no risk of an explosion from this product under normal circumstances if it is involved in a fire.

Only small quantities of decomposition products are expected from this product at temperatures normally achieved in a fire. This will only occur after heating to dryness.

Fire decomposition products from this product are not expected to be hazardous or harmful.

Extinguishing Media: Not combustible. Use extinguishing media suited to burning materials.

Fire Fighting: If a significant quantity of this product is involved in a fire, call the fire brigade.

Flash point: Does not burn.

Upper Flammability Limit: Does not burn.

Lower Flammability Limit: Does not burn.

Autoignition temperature: Not applicable - does not burn.

Flammability Class: Does not burn.

Section 6 - Accidental Release Measures

Accidental release: In the event of a major spill, prevent spillage from entering drains or water courses. See below under Personal Protection regarding Australian Standards relating to personal protective equipment. Suitable materials for protective clothing include rubber, PVC. If there is a significant chance that vapours or mists are likely to build up in the cleanup area, we recommend that you use a respirator. Usually, no respirator is necessary when using this product. However, if you have any doubts consult the Australian Standard mentioned below (section 8). Otherwise, not normally necessary.

Stop leak if safe to do so, and contain spill. Absorb onto sand, vermiculite or other suitable absorbent material. If spill is too large or if absorbent material is not available, try to create a dike to stop material spreading or going into drains or waterways. Sweep up and shovel or collect recoverable product into labelled containers for recycling or salvage, and dispose of promptly. Recycle containers wherever possible after careful cleaning. After spills, wash area preventing runoff from entering drains. If a significant quantity of material enters drains, advise emergency services. This material may be suitable for approved landfill. Ensure legality of disposal by consulting regulations prior to disposal. Thoroughly launder protective clothing before storage or re-use. Advise laundry of nature of contamination when sending contaminated clothing to laundry.

Section 7 - Handling and Storage

Handling: Keep exposure to this product to a minimum. Check Section 8 of this SDS for details of personal protective measures, and make sure that those measures are followed. The measures detailed below under "Storage" should be followed during handling in order to minimise risks to persons using the product in the workplace. Also, avoid contact or contamination of product with incompatible materials listed in Section 10.

Storage: No restrictions.

Section 8 - Exposure Controls and Personal Protection

The following Australian Standards will provide general advice regarding safety clothing and equipment:

Respiratory equipment: **AS/NZS 1715**, Protective Gloves: **AS 2161**, Occupational Protective Clothing: AS/NZS 4501 set 2008, Industrial Eye Protection: **AS1336** and **AS/NZS 1337**, Occupational Protective Footwear: **AS/NZS2210**.

SWA Exposure Limits**TWA (mg/m³)****STEL (mg/m³)**

Exposure limits have not been established by SWA for any of the significant ingredients in this product.

No special equipment is usually needed when occasionally handling small quantities. The following instructions are for bulk handling or where regular exposure in an occupational setting occurs without proper containment systems.

Ventilation: Not normally required.

Eye Protection: Not required

Skin Protection: Not required.

Protective Material Types: We suggest that protective clothing be made from the following materials: rubber, PVC.

Respirator: Usually, no respirator is necessary when using this product. However, if you have any doubts consult the Australian Standard mentioned above. Otherwise, not normally necessary.

Section 9 - Physical and Chemical Properties:

Physical Description & colour:	Clear colourless mobile liquid.
Odour:	None.
Boiling Point:	Approximately 100°C at 100kPa.
Freezing/Melting Point:	Below 0°C.
Volatiles:	0% VOC
Vapour Pressure:	2.37 kPa at 20°C (water vapour pressure).
Vapour Density:	As for water.
Specific Gravity:	1
Water Solubility:	Completely soluble in water.
pH:	6.8 – 7.8 (as supplied)
Volatility:	No data.
Odour Threshold:	No data.
Evaporation Rate:	As for water.
Coeff Oil/water Distribution:	No data
Autoignition temp:	Not applicable - does not burn.

Section 10 - Stability and Reactivity

Reactivity: This product is unlikely to react or decompose under normal storage conditions. However, if you have any doubts, contact the supplier for advice on shelf life properties.

Conditions to Avoid: Heat and excessive sunlight.

Incompatibilities: Strong bases, oxidising agents, soaps and anionic detergents.

Fire Decomposition: Only small quantities of decomposition products are expected from this product at temperatures normally achieved in a fire. This will only occur after heating to dryness. Combustion forms carbon dioxide, and if incomplete, carbon monoxide and possibly smoke. Water is also formed. May form oxides of sulfur (sulfur dioxide is a respiratory hazard) and other sulfur compounds. Most will have a foul odour. Carbon monoxide poisoning produces headache, weakness, nausea, dizziness, confusion, dimness of vision, disturbance of judgment, and unconsciousness followed by coma and death.

Polymerisation: This product will not undergo polymerisation reactions.

Section 11 - Toxicological Information

Local Effects:

Target Organs: There is no data to hand indicating any particular target organs.

Classification of Hazardous Ingredients

Ingredient

Risk Phrases

No ingredient mentioned in the HSIS Database is present in this product at hazardous concentrations.

Potential Health Effects

Inhalation:

Short Term Exposure: Available data indicates that this product is not harmful. However product may be mildly irritating, although unlikely to cause anything more than mild transient discomfort.

Long Term Exposure: No data for health effects associated with long term inhalation.

Skin Contact:

Short Term Exposure: Available data indicates that this product is not harmful. It should present no hazards in normal use.

Long Term Exposure: No data for health effects associated with long term skin exposure.

Eye Contact:

Short Term Exposure: This product is believed to be mildly irritating to eyes, but is unlikely to cause anything more than mild transient discomfort.

Long Term Exposure: No data for health effects associated with long term eye exposure.

Ingestion:

Short Term Exposure: Significant oral exposure is considered to be unlikely. However, this product is an oral irritant. Symptoms may include burning sensation and reddening of skin in mouth and throat. Other symptoms may also become evident, but all should disappear once exposure has ceased.

Long Term Exposure: No data for health effects associated with long term ingestion.

Carcinogen Status:

SWA: No significant ingredient is classified as carcinogenic by SWA.

NTP: No significant ingredient is classified as carcinogenic by NTP.

IARC: No significant ingredient is classified as carcinogenic by IARC.

Section 12 - Ecological Information

Insufficient data to be sure of status. Expected to not be an environmental hazard.

Persistence and degradability: Biodegradable and phosphate free.

Section 13 - Disposal Considerations

Disposal: Containers should be emptied as completely as practical before disposal. If possible, recycle product and containers either in-house or send to recycle company. If this is not practical, send to a commercial waste disposal site.

Section 14 - Transport Information

UN Number: This product is not classified as a Dangerous Good by ADG, IATA or IMDG/IMSBC criteria. No special transport conditions are necessary unless required by other regulations.

Section 15 - Regulatory Information

AICS: All of the significant ingredients in this formulation are compliant with NICNAS regulations.

Section 16 - Other Information

This SDS contains only safety-related information. For other data see product literature.

THIS SDS SUMMARISES OUR BEST KNOWLEDGE OF THE HEALTH AND SAFETY HAZARD INFORMATION OF THE PRODUCT AND HOW TO SAFELY HANDLE AND USE THE PRODUCT IN THE WORKPLACE. EACH USER MUST REVIEW THIS SDS IN THE CONTEXT OF HOW THE PRODUCT WILL BE HANDLED AND USED IN THE WORKPLACE.

IF CLARIFICATION OR FURTHER INFORMATION IS NEEDED TO ENSURE THAT AN APPROPRIATE RISK ASSESSMENT CAN BE MADE, THE USER SHOULD CONTACT THIS COMPANY SO WE CAN ATTEMPT TO PROVIDE ADDITIONAL INFORMATION.

OUR RESPONSIBILITY FOR PRODUCTS SOLD IS SUBJECT TO OUR STANDARD TERMS AND CONDITIONS, A COPY OF WHICH IS SENT TO OUR CUSTOMERS AND IS ALSO AVAILABLE ON REQUEST.

Please read all labels carefully before using product.

This SDS is prepared in accord with the SWA document "Preparation of Safety Data Sheets for Hazardous Chemicals - Code of Practice" (December 2011) and is Copyright ©.

Abbreviations and Definitions of terms used:

<	less than
>	greater than
ADG CODE	Australian Code for the Transport of Dangerous Goods by Road and Rail (7 th edition)
AICS	Australian Inventory of Chemical Substances

CAS	Chemical Abstracts Service (Registry Number)
COD	Chemical Oxygen Demand
deg C	Degrees Celsius
g	gram
g/L	grams per litre

Hazchem Code	Emergency action code of numbers and letters that provide information to emergency services especially firefighters
HSIS	Hazardous Substance Information System
IARC	International Agency for Research on Cancer
kg	kilogram
L	Litre
LC50	The concentration of a material (inhaled) that will be lethal to 50% of the test animals.
LD50	The dose (swallowed all at once) which is lethal to 50% of a group of test animals.
m3	Cubic metre
mg	milligram
mg/m3	milligrams per cubic metre
miscible	A liquid that mixes homogeneously with another liquid
N/A	Not applicable
N/K	Not Known

NIOSH	National Institute for Occupational Safety and Health
non-haz	Non- hazardous
NOS	Not otherwise specified
NTP	National Toxicology Program (USA)
PEL	Permissible Exposure Limit
ppb	Parts per billion
ppm	Parts per million
R-Phrase	Risk Phrase
STEL	Short term exposure limit
SUSMP	Standard for the Uniform Scheduling of Medicines & Poisons
SWA	Safe Work Australia, formerly ASCC and NOHSC
TLV	Threshold Limit Value
TWA	Time Weighted average
UN Number	United Nations (Number)
wt	weight

The information in this Data Sheet is based on our present knowledge. However, this shall not constitute a guarantee for any specific product features and shall not establish a legally valid contractual relationship. As far as lawfully possible, Agar Cleaning Systems accepts no liability for any loss, injury or damage (including consequential loss) suffered or incurred by any person as a consequence of reliance on the information and advice contained herein.

End of SDS.

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WORK INSTRUCTION









WI – 1100 INFECTIOUS AREA CLEANING – PPE PRE & POST CLEAN

OVERVIEW

This task or activity is undertaken by a trained person in preparation to clean a declared infectious contaminated area AND AFTER THE CLEANING HAS BEEN COMPLETED. It is a guideline on the correct sequence of fitting and removing PPE

SAFETY PRECAUTIONS

- This task or activity has been assessed as **HIGH risk**
- It is a MOBILISATION AND POST MOBILISATION / person-based task
- The following safety / PPE requirements for this task are identified below

							
HI-VIS	FOOT	EYES	MASK	EAR	HAND	SKIN	HEAD
NO	YES	YES	YES	NO	YES	YES	YES

COMPETENCIES REQUIRED

The following skills or licences are required to competently perform this activity – safely and effectively

- Can fit and wear the designated PPE correctly
- Communication skills to report faults or damage and clarify job requirements
- Reading skills to interpret instructions and labels

CHEMICAL SUBSTANCES

There are no chemicals used in this process


EQUIPMENT REQUIRED

The following PPE is to be available for each operator prior to commencing any infectious cleaning:

- Disposable splash resistant suit or gown – Tyvek, TyChem or similar
- Gloves
- Safety Goggles
- Face mask (P2 minimum or ½ face respirator)
- Disposable booties (bin liners or similar)
- Face shield (optional)
- “Duct or Duck” tape

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WORK INSTRUCTION

SEQUENCE	INSTRUCTIONS	
PREPARATION	<ol style="list-style-type: none"> 1. Obtain Infectious cleaning PPE items to suit your physique 2. Obtain disposable booties or similar. 	
MOBILISE	<ol style="list-style-type: none"> 1. Review the work area to make sure there are no safety hazards. Only perform the work if it is safe to do so 2. Place Wet Floor or Cleaning in Progress signs to alert people of the potential hazard 	
TASK		<p>FIT PPE IN THIS ORDER:</p> <ol style="list-style-type: none"> 1. Sanitise - Wash hands with soap & water or an alcohol sanitiser. 2. Put on disposable booties over shoes and tape up tight. 3. Put on disposable gown/suit, put feet through and ensure booties are still inside suit – tape up if needed. 4. Put on face mask or respirator – fit snug tight 5. Put on goggles 6. Zip up and put head hood on then put on gloves – gloves to go over cuff to seal suit 7. Place face shield on over suit hood for added protection <p>REMOVE PPE IN THIS ORDER:</p> <ol style="list-style-type: none"> 1. Remove face shield (if fitted) 2. Remove disposable suit / gown and booties 3. Removes gloves without touching skin with contaminated surface. 4. Wash hands with soap & water or an alcohol sanitiser. 5. Remove goggles and respirator from face 6. Place the disposable items into the biosecurity waste bag or infectious waste bin, as available to site 7. Wash hands with soap & water or an alcohol sanitiser.
DEMOBILISE	<ol style="list-style-type: none"> 1. Return all equipment and chemicals neatly to the storeroom 2. Wipe down goggles and respirator with sanitiser and allow to air dry 3. Return non-disposable items to kit and restock used items in readiness for next activity 	

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WI – 1102 SANITISING (DISINFECTING) CLEANING

OVERVIEW

Previously issued as OCSP0115 – Forensic Cleaning. This activity is undertaken when an area needs to be sanitised and the potentially infectious materials in the area is inactivated.

SAFETY PRECAUTIONS

- This task or activity has been assessed as **HIGH risk**
- It is a sanitising / disinfecting service / person-based task
- The following safety / PPE requirements for this task are identified below

							
HI-VIS	FOOT	EYES	MASK	EAR	HAND	SKIN	HEAD
NO	YES	YES	YES	NO	YES	YES	YES

COMPETENCIES REQUIRED

The following skills or licences are required to competently perform this activity – safely and effectively

- Can work through process systematically and don/duff PPE correctly
- Communication skills to report faults or damage and clarify job requirements
- Reading skills to interpret instructions and labels
- Training in WI-1100 PPE for sanitising and infectious cleans

CHEMICAL SUBSTANCES

The following chemicals are available to be used by competent and trained personnel

- Chlorinated and/or Bleach based Detergents and disinfectants ($\geq 1.0\%$)
- Chlorine based products (Diversol 5000, etc.)
- Hydrogen Peroxide ($\geq 5\%$ - 10% v/v) based sanitiser / disinfectant
- Glutaraldehyde (2-5%) based disinfectants / sterilising chemicals
- Iso Propyl Alcohol (IPA) $\geq 70\%$ v/v
- Other approved chemical disinfectants e.g. enzyme based

EQUIPMENT REQUIRED

The following equipment is required:

- PPE (Refer to WI-1100 for details of equipment and how to use)
- Fogging / vaporising unit
- Extension leads / Portable RCD unit



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WORK INSTRUCTION

SEQUENCE	INSTRUCTIONS
PREPARATION	<ul style="list-style-type: none"> Cleaners performing sanitising cleans must demonstrate a vaccination history for relevant infectious diseases – hepatitis and tetanus, influenza, etc. PPE – safety mask, Latex gloves or rubber gloves, Safety goggles and /or face shield, respirator / mask disposable body shell suit (Tyvek or equivalent), hair net, disposable bootees. Refer to WI-1100. Chemicals – APPROVED SANITISING OR DISINFECTANT with chlorinated equivalent (bleach) disinfectant or enzyme based. Absorbent powder / spill kit absorbent granules, etc. See table above. 240 litre medical waste bin – Yellow colour, or Biosecurity waste bin NOTE - the chemical will inactivate the infectious agent within 1-2 minutes of the application of the sanitising chemical. Ensure extension leads and electrical equipment is tested and tagged with in current dates
MOBILISE	<ol style="list-style-type: none"> <ul style="list-style-type: none"> Review the work area to make sure there are no safety hazards. Only perform the work if it is safe to do so. No persons are allowed to be in this area that is to be serviced until 1 hour after it is completed. Seal off / Close off area to be serviced and to prevent any member of the public, patrons or unprotected staff from entering this space. All food and utensils are to be removed from the area to be serviced by the client prior to work starting Place Wet Floor or Cleaning in Progress signs to alert people of the potential hazard Advise and communicate commencement of works to IKON management and client Decant the sanitising chemical into the dispensing tank of the dispersal machine/tool
TASK	<ul style="list-style-type: none"> The following process is completed for the disinfection / sanitising cleaning at the site. The area to be disinfected is inspected and all risks are identified for the sanitising cleaning. All non-cleaning personnel are removed from the area to be cleaned until it is completed. Allocate staff and obtain relevant materials to perform the cleaning – all PPE is worn prior to entering the “hot zone” for sanitising. Set up exclusion zone around cleaning zone using tape, witch’s hats or physical barriers, signage on doors including locked down areas if available. Enter area and place materials in easy to access position. Spray the disinfectant over the contaminated surfaces – leave in place for 15 minutes. Do not walk on sprayed surfaces. This includes hard surface floors, doors, tables, bench-tops, skirting edges, handles, fixtures, etc. Work in a loop type pattern so that the service area is sanitised and allows the operator to exit from the same entry point. The dispersal “fogging” unit will develop an aerosolised mist that will be applied to all areas within the work area. The droplets will coat the surface in a “wet” barrier that enables the chemical to work and then evaporate efficiently. Work from high level to lowest level surfaces and to floor last. All surfaces to be sanitised from top (up to 2.5m) to bottom. Once cleaned and cleared, remove all cleaning equipment, waste materials and exclusion zone barriers from the area that has been cleaned. Advise IKON management and client of completion of disinfecting works / services in the affected area
DEMobilISE & DISPOSAL	<ul style="list-style-type: none"> Place advisory notices on doorways leading into the area that has been sanitised to advise that it cannot be entered for one hour after service completion. All disposable materials and waste are to be placed into the yellow medical waste bin. All biohazard bags are to be put into yellow medical waste bin Remove PPE leaving gloves until last and place into medical waste bin. Refer to WI-1100 for details Bin is secured and placed into waste pickup area for retrieval by medical waste disposal service provider. Return all equipment and chemicals neatly to the storeroom

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Tue, 28 Apr 2020 11:38:35 +1000
To: DJPR COVID Accom-Support (DJPR)
Cc: Paul Stagg (DJPR);Unni Menon (DJPR)
Subject: Cleaning COVID positive rooms in hotels / Rydges

Hi Personal Informa and Paul,

We now have confirmation from DHHS on the cleaning protocol for covid positive rooms:

DHHS recommend following the cleaning guidance for non-healthcare settings which are available here: <https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>.

DHHS also advise there is no period of 'settling' required unless an aerosol generating procedure (e.g. nebuliser on a confirmed case) was undertaken . Otherwise, cleaning can take place immediately after they have vacated the room.

- **DHHS are confirming if any guests did use a nebuliser at Rydges so that we can wait the appropriate time.**

I will call Rydges today to inform them that cleaning is likely to begin tomorrow.

Personal Informa – will you finalise the contract with IKON? Who will then deploy them to the hotel? I have the list of rooms ready to share.

PAUL – did you have a notional DJPR hotel manager for Rydges?

Thanks
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

Personal Information

Personal Information

djpr.vic.gov.au

From: Personal Information (DJPR) <Personal Information@agriculture.vic.gov.au>
Sent: Tuesday, 28 April 2020 9:16 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: RE: Cleaning COVID positive rooms in hotels

Yes, will do

The guidelines that were sent apply to all non-health care settings so hotel rooms will be covered.
Happy to confirm though.

Personal Information

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>

Sent: Tuesday, 28 April 2020 8:01 AM

To: Personal Information (DJPR) <Personal Information@agriculture.vic.gov.au>

Subject: FW: Cleaning COVID positive rooms in hotels

FYI – the outstanding issues below – if you could also chase?

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions

Personal Information

djpr.vic.gov.au

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>

Sent: Monday, 27 April 2020 4:24 PM

To: Pam Williams (DHHS) <Personal Information@dhhs.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>

Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>

Subject: Cleaning COVID positive rooms in hotels

Thanks, Pam.

Yes this was previously provided, but our discussion with Braedan and Jason a few weeks ago was that this information relates to workplaces and domestic settings. We were awaiting a response on two matters:

- Does this protocol apply equally to hotel rooms
- Is any period of 'settling' required for COVID positive rooms prior to cleaning.

Thanks
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

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A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

Personal Information

djpr.vic.gov.au

From: Pam Williams (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Monday, 27 April 2020 4:05 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: FW: Cleaning in hotels

FYI

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services

Personal Information

www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Monday, 27 April 2020 3:23 PM
To: Pam Williams (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: [Personal Information] <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: Cleaning in hotels

Dear Pam and [Personal Information]

I have been advised that we have previously recommended following the cleaning guidance for non-healthcare settings which are available here: <https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>.

Please direct the relevant cleaning contractors to this document.

Thanks

[Personal Information]

[Personal Information] BA MBBS MA MPH PhD FAFPHM

COVID-19 Deputy Public Health Commander (Case, Contact and Outbreak Management)
 Health Protection Branch | Regulation, Health Protection and Emergency Management

Department of Health and Human Services | 50 Lonsdale Street, Melbourne, Victoria 3000

Personal Information

w. www.dhhs.vic.gov.au |  he/him

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Tue, 28 Apr 2020 11:25:49 +1000
To: [Personal Information] (DJPR); DJPR COVID Accom-Lead (DJPR)
Cc: DJPR COVID Accom-Support (DJPR)
Subject: RE: Cleaning COVID positive rooms in hotels

Thanks,

We need confirmation from DHHS if any rooms did have a nebuliser – this whole hotel was run by DHHS and DJPR do not have that information.

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information] @agriculture.vic.gov.au

djpr.vic.gov.au

From: [Personal Information] (DJPR) <[Personal Information]@agriculture.vic.gov.au>
Sent: Tuesday, 28 April 2020 10:40 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: FW: Cleaning COVID positive rooms in hotels

Hi Rachaele,

Below are DHHS answers to your questions regarding cleaning COVID positive hotel rooms.

- Yes the cleaning and disinfection advice in the document you sent them before is equally applicable to the hotel setting. They were also provided advice a week or so ago via [Personal Information] that rooms of those ending quarantine without developing symptoms could have a standard clean (i.e. however they would normally clean the room after any hotel guests leaves). It is only the rooms of people who became positive that a full clean and disinfection of the room is required.
- There is no period of 'settling' required unless an aerosol generating procedure (e.g. nebuliser on a confirmed case) was undertaken which is highly unlikely to have occurred in a hotel room. Otherwise, cleaning can take place immediately after they have vacated the room.

Regards,

Personal Information

Personal Information

Infection Control Consultant | Communicable Disease Prevention and Control
Health Protection Branch | Regulation Health Protection and Emergency Management

Personal Information

Personal Information

@dhhs.vic.gov.au w.

Personal Information

| Interdepartmental Liason Officer

Department of Jobs, Precincts and Regions

Personal Information

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From: [Personal Information] (DJPR)
Sent: Sat, 30 May 2020 12:57:58 +1000
To: Rachaele E May (DJPR)
Subject: FYI: Cleaning companies contacted

Hi Rachaele,

1. **AMC Commercial Cleaning – still waiting feedback on availability today – STILL IN THE GAME**
2. AHS Hospitality Services – will provide quotation later today and can commence on Monday next week.
3. Northern Office Cleaning – after speaking with Business partner declined the offer
4. Trauma Cleaning – referral service to National Trauma Cleaning Services - no availability
5. Silks Hospitality Services – [Personal Information] – no availability late last week but might be option moving forward.
6. Luxxe Cleaning Services – Do not do COVID cleans.
7. National Trauma Cleaning Services – spoke to [Personal Info] [Personal] - no availability until mid-next week. Limited staff and working to full capacity.

Regards

[Personal Information]

[Personal Information]

Project Officer – Accommodation Support
Operation Soteria

Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information] @agriculture.vic.gov.au

[agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)



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From: DJPR COVID Accom-Lead (DJPR)
Sent: Fri, 29 May 2020 20:00:58 +1000
To: [Personal Information] (DJPR)
Subject: new Rydges cleaning contract
Attachments: AHS Hospitality - COVID clean documentation.pdf

Hi [Personal Information]

We have been asked to engage a cleaning contractor to clean Rydges Hotel twice daily for at least the next 2 months.

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions

[Personal Information]
 [Personal Information]
 [Personal Information] [@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)

djpr.vic.gov.au

From: [Personal Information] (DJPR) [Personal Information]@agriculture.vic.gov.au>
Sent: Friday, 29 May 2020 7:54 PM
To: Rachaele E May (DJPR) [Personal Information]@agriculture.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au>
Cc: [Personal Information]@gmail.com>; [Personal Information]@evt.com>; [Personal Information] (DJPR) [Personal Information]@global.vic.gov.au>; [Personal Information] (DJPR) [Personal Information]@agriculture.vic.gov.au>
Subject: RE: Daily IKON Cleaning and disinfection

Hi Rachaele,

I have arranged AHS Hospitality to provide a quotation for this work. I have also arranged a site visit for them to quote with DHHS tomorrow morning at 9am. I have attached their COVID clean details to the email. There look very similar to SILKS cleaning guidelines.

[Personal Information] is the company's contact. I hopefully will get the quotation back sometime tomorrow and with any luck we can progress for Sunday.

I am still waiting on details in relation to room dimensions to provide to IKON for quotation. As soon as I get this I can proceed.

Hopefully, engaging another cleaning company will reduce risks across the Quarantine program and spread the load and reduce reliance on one contractor.

I will keep you posted.

Regards

Personal Information

Project Officer – Accommodation Support
Operation Soteria
Department of Jobs, Precincts and Regions

Personal Information

Personal Information @agriculture.vic.gov.au
agriculture.vic.gov.au



From: Rachaele E May (DJPR) Personal Information@agriculture.vic.gov.au
Sent: Friday, 29 May 2020 4:51 PM
To: Personal Information@agriculture.vic.gov.au (DJPR) Personal Information@agriculture.vic.gov.au
Cc: Personal Information@gmail.com; Personal Information@evt.com;
 Gonul Serbest (DJPR) Personal Information@global.vic.gov.au
Subject: Daily IKON Cleaning and disinfection

Hi Personal Information

Attached are the cleaning protocols required for the twice daily clean of Rydges. Can you please pass this on to IKON?

I note IKON only work Mon-Fri, so can you please arrange for another company to undertake these cleans on the weekend? These cleans must begin tomorrow.

Regards,
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
Personal Information @ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
Personal Information

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Personal Information

Personal Information

@agriculture.vic.gov.au

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From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>**Sent:** Friday, 29 May 2020 3:53 PM**To:** Rachaele E May (DJPR) Personal Information @agriculture.vic.gov.au>**Cc:** Merrin C Bamert (DHHS) Personal Information @dhhs.vic.gov.au>; Pam Williams (DHHS)Personal Information @dhhs.vic.gov.au>; Melody A Bush (DHHS) Personal Information @dhhs.vic.gov.au>;Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>**Subject:** FW: Cleaning and disinfection

Hi Rachaele

As discussed please see attached cleaning guidelines.

Could you please confirm when these arrangements are locked in

Kind regards

Personal Information

COVID 19 Health Coordination
dhhsopsoteraeoc@dhhs.vic.gov.au

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>**Sent:** Friday, 29 May 2020 3:38 PM**To:** Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>**Cc:** Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au>; Pam Williams (DHHS)Personal Information @dhhs.vic.gov.au>**Subject:** Cleaning and disinfection

Hi Personal Inf

As discussed, we are concerned that **environmental transmission** may be happening at the Rydges hotel.In consultation with our IPC team, I am recommending that we implement **at least once daily** cleaning + disinfection (using a disinfectant for which the manufacturer claims **antiviral activity**) of all common areas at the Rydges hotel frequently by staff including all high touch surfaces AND lifts.

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Attached are the current DHHS guidelines for cleaning and disinfection. A commercial cleaning company should be able to provide this level of cleaning.

Thanks and kind regards,

Personal Information

Infectious Diseases Physician

Case, Contact and Outbreak Management | COVID-19 Surge Workforce

Department of Health and Human Services | Personal Information

Personal Information

Personal Information@dhhs.vic.gov.au

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**ahs
hospitality
post Covid-19**



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A CHANDLER MACLEOD GROUP BUSINESS

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Post Covid services

At ahs, *we are ready when you are ready*. The hotel industry will recover, and ahs as your housekeeping partner, will be prepared.

We understand there will be an expectation from hotel guests that your property will be clean, safe and refreshed during their stay.

ahs has always offered an occupied and departure service, and public area services with defined scope and processes. Now, we would like to outline our approach post Covid 19.

Affordable

With the pressure of rate and occupancy greater than ever, ahs will work together with you to deliver the services that are best suited to your needs.

Flexible

We want you to have control over the service offering and frequency. ahs have a choice of services that can be selected individually so that you can control your costs.

Services

We will provide results ensuring your guests and employees feel safe when returning to back to your hotel. Some include

- ✓ Pathogen clean when a guest has tested positive to C-19
- ✓ Hotel rooms - Deep clean
- ✓ Electrostatic disinfecting
- ✓ Bed hygiene
- ✓ Guest “clean pac”
- ✓ Carpet Shampoo

Summary of services

1. Pathogen cleaning process-positive guests
2. Routine deep cleaning
3. Electrostatic disinfecting – Rooms, BOH and Public Spaces
4. Bed hygiene
5. Carpet shampooing
6. Guest “clean pac”
7. Training and PPE
8. Acknowledgement of cleanliness



Pathogen cleaning

When guests have tested positive to Covid-19 we would provide a pathogen clean in the room where they have stayed.

Our pathogen process has been reviewed by Infection Prevention Australia, and it is based on a terminal clean used in health care facilities.

We are able to provide a full copy of our process if required.

Please find a brief summary below

- Preparation before entering room-equipment and chemicals
- Training completed
- PPE
- Arrival at room
- Waste removal (may need hazardous waste bags) Soiled linen, Guest belongings
- Bathroom cleaning and disinfecting
- Toilet cleaning and disinfecting
- Bedroom/main room cleaning
- Kitchen/mini bar cleaning
- Crockery, cutlery, glassware
- Decontamination of soft furnishings in bedroom/ main room
- Carpets
- Remove and pack up cleaning equipment
- Remove PPE
- Sign off room on checklist/process completion form

We maintain a record of each pathogen clean process completed and provide a copy for the hotel. Pathogen cleans do not include making up the room for new guests.

Deep cleaning

Scope for deep cleaning may vary, please find basic principles included here.
This service does not include making up the room for new guests

BATH ROOM
Full clean of mirror
Bathroom door sliders & area around it
Wash & wipe down walls tiles toilet
Wash & wipe down walls tiles shower
Shower Door
Toilet Door
Thorough clean toilet
Scrub Floor tiles vanity area
Scrub Floor tiles shower area
Scrub Floor tiles toilet area
Grouting
Vanity Top
Light fittings/down lights
Sink drains
Vanity drawers
Polishing of all fixtures
Corners of all hard surface areas

BED ROOM and LOUNGE AREA
Couches & under the couch cushions
Under the desk & the glass top
All furniture
Window sills
Blinds
Curtains dusted
Under the bed and behind the bed
Behind the bedside tables
Lampshades
TV ledge and behind the TV
Aircon Vents
Minbar fridge, cupboard and drawers
Luggage Rack
All Mirrors
All wardrobe shelves
Wardrobe door tracks
Inside the safe
All switches & plug points
All skirting and edges and corners
High Dusting
High dusting ceiling beams and sprinklers

Electrostatic disinfecting-Rooms

Electrostatic spray cleaning is the process of spraying an electrostatically charged mist onto surfaces and objects

We would add this step when the room has been cleaned after guest departure with a Noco spray machine and hydrogen peroxide based chemical.

Summary of process

- Preparation-open all drawers, cupboards and internal doors; close all windows, curtains and sheers ; lift toilet seat; move mattress and pillows making sure the underside is exposed; cover smoke detector
- Place noco spray, machine into room; select the room size on the dial and secure the room closing the door for 45 minutes (standard room) Place "warning-cleaning in process do not enter" signage in front of door. After wait time has passed, remove machine and place in storage after cleaning the unit.

This service does not include making up the room for new guests.



READY TO USE
NO MIXING REQUIRED
NO EXTRA EQUIPMENT
MINIMIZES HUMAN ERROR

Electrostatic disinfecting- Public areas

Regaining guest confidence that all the facilities within the property are clean and refreshed frequently will be an important point of difference in an emerging market.

Using electro static technology, we believe the back pack MG 300 would be ideal for larger public spaces such as gyms and pool areas. Cordless with a 4 hour battery, it has an 8.5litre tank weighing 12 kg full capacity.

The MG200 is smaller and lightweight, as we would see in areas such as lifts, reception, toilets and frequent touch points in the hotel. This sprays up to 92m2 on a single tank.

Both units come with adaptable spray nozzles and battery chargers.

The chemical used would be hydrogen peroxide based, and we would still require the areas to be cleaned before they are disinfected using this technique and equipment.



MG300



MG200

Bed hygiene- steam cleaning

Mattresses and Pillows

Guests can be assured the bed they sleep on has been cleaned correctly and to a standard removing all bacteria and virus'. The hotel currently decide on the rotation frequency and lifecycle of the mattresses and pillows. We would encourage the tracking of this to be maintained by ahs.

Steaming process

We would recommend steaming the mattress and pillows in each room. Using the SW9 Steamer, it kills all bacteria and virus'. Allowing a dry finish, this means there is no need to wait for the items to dry, the bed can be made immediately after steaming.

Our steamers are provided by Steam Australia, and information can be provided on their efficacy.

The hotel can decide on the frequency of this service and communicate this to the guest through the "acknowledgement of cleanliness standards"

Please note, as part of the pathogen process, we steam mattresses and pillows.

For rooms that have been electro-spray cleaned the mattress and pillows will be disinfected when the room is sprayed with nocospray. Therefore when you have used either of these services, additional steaming of the mattress and pillows would not be required.



Carpet shampooing

Guests appreciate the fresh and clean appeal of a room that has shampooed carpets. We recommend this service and would maintain a matrix of rooms and the dates they are planned to be shampooed.

Method

We would utilise a hot water extraction carpet cleaner, with additional tools, rakes and injection sprayer. We also use wool safe chemicals to clean and protect the carpet.

We would work with you to define a programme suitable for the property. This may mean shampooing in the low occupancy periods-we estimate 40-60 minutes per standard room. This time would include the corridor area outside the door.

We would require the furniture in the room to be lifted from the carpet by the hotel.

ahs have the ability to perform this service for the hotel in corridors, rooms, function room spaces, BOH and office areas.

We will work collaboratively with you to provide the best results at a cost-effective price.



Suggestions

Acknowledgement of cleanliness

We want to stand by our processes and share the standards with your teams and your guests.

It will be important guests know the process used to clean their rooms and hotel facilities.

This brief document will be provided by ahs in rooms (or on-line) and verify the standards we have achieved in the hotel.

We believe the treatment of linen will be an area of interest for your incoming guests. The frequency of linen changes as well as information from the linen provider would be helpful in communicating their linen treatment and cleaning processes.



Guest “clean pac”

ahs would provide for each room a personal “clean pac” as an option for guests

It would contain:

- Disposable mask and gloves
- Disinfectant wipes
- Hand sanitizer mini



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Our team

Training completed

- Additional courses Australian Government Covid 19 on line training-for all staff involved in pathogen cleaning
- Pathogen cleaning process training
- Chemical training -refresh

Our PPE standards

All team members are provided with gloves for their role. We are open to individual preferences in wearing masks, and provide them where required, for example using stronger chemicals or pathogen services.

This provides a sense of confidence in your guests when our team members interact with them, during occupied services or in public areas of the hotel.



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THANK YOU FOR EXPLORING OUR OFFERING

CONTACT US

Personal Information [Redacted]
GM BUSINESS DEVELOPMENT
 Personal Information [Redacted] **@ahshospitality.com.au**
 Personal Information [Redacted]

www.ahshospitality.com.au
info@ahshospitality.com.au
1800 026 036

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To: Rachaele E May (DJPR);DJPR COVID Accom-Lead (DJPR); [Personal Information]
 (DJPR)
Cc: [Pgm Mgr Sfty] (DJPR); [Personal Information] (DJPR);DJPR COVID Accom-Support (DJPR)
Subject: FYI: AHS Hospitality chemical information for DHHS
Attachments: JDS_Diversol_CX_MSD.pdf, Oasis Pro66 Bathroom Cleaner.pdf

Hi Rachaele,

Please see MSDSs of chemicals used to clean COVID rooms/areas:
Cheers

[Personal Information]

Research Manager | Lamb Production Science
Agriculture Research | Agriculture and Rural
Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information]@agriculture.vic.gov.au
agriculture.vic.gov.au



Anon. "Leadership is not about being the best. Leadership is about making everyone else better"

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MATERIAL SAFETY DATA SHEET

Product Name **DIVERSOL 5000**

1. IDENTIFICATION OF THE MATERIAL AND SUPPLIER

Supplier Name DIVERSEY AUSTRALIA PTY. LIMITED
Address 29 Chifley St, Smithfield, NSW, AUSTRALIA, 2164
Telephone (02) 9757 0300
Fax (02) 9725 5767
Emergency 1800 033 111 (24 hrs)
Email aucustserv@diversey.com
Web Site http://www.diversey.com

Synonym(s) ALL PACK SIZES

Use(s) HOSPITAL DISINFECTANT

SDS Date 29 Mar 2011

2. HAZARDS IDENTIFICATION

CLASSIFIED AS HAZARDOUS ACCORDING TO SAFE WORK AUSTRALIA CRITERIA

RISK PHRASES

R22 Harmful if swallowed.
 R31 Contact with acids liberates toxic gas.
 R36/37/38 Irritating to eyes, respiratory system and skin.

SAFETY PHRASES

S2 Keep out of reach of children.
 S8 Keep container dry.
 S26 In case of contact with eyes, rinse immediately with plenty of water and seek medical advice
 S28 After contact with skin, wash immediately with plenty of water.
 S41 In case of fire and/or explosion, do not breathe fumes.

NOT CLASSIFIED AS A DANGEROUS GOOD BY THE CRITERIA OF THE ADG CODE

UN No. None Allocated **DG Class** None Allocated **Subsidiary Risk(s)** None Allocated
Packing Group None Allocated **Hazchem Code** None Allocated

3. COMPOSITION/ INFORMATION ON INGREDIENTS

Ingredient	Formula	CAS No.	Content
SODIUM DICHLOROISOCYANURATE DIHYDRATE	C3-H-Cl-N3-O3.Na.2H2-O	51580-86-0	30-60%
ALKALINE SALT(S)	Not Available	Not Available	30-60%

Product Name **DIVERSOL 5000****3. COMPOSITION/ INFORMATION ON INGREDIENTS**

Ingredient	Formula	CAS No.	Content
NON HAZARDOUS INGREDIENTS	Not Available	Not Available	10-30%

4. FIRST AID MEASURES

Eye	If in eyes, hold eyelids apart and flush continuously with running water. Continue flushing until advised to stop by a Poisons Information Centre, a doctor, or for at least 15 minutes.
Inhalation	If inhaled, remove from contaminated area. Apply artificial respiration if not breathing.
Skin	If skin or hair contact occurs, remove contaminated clothing and flush skin and hair with running water. Continue flushing with water until advised to stop by a Poisons Information Centre or a doctor.
Ingestion	For advice, contact a Poison Information Centre on 13 11 26 (Australia Wide) or a doctor (at once). If swallowed, do not induce vomiting.
Advice to Doctor	Treat symptomatically.

5. FIRE FIGHTING MEASURES

Flammability	Non flammable. May evolve toxic gases if strongly heated.
Fire and Explosion	Treat as per requirements for Surrounding Fires: Evacuate area and contact emergency services. Remain upwind and notify those downwind of hazard. Wear full protective equipment including Self Contained Breathing Apparatus (SCBA) when combating fire. Use waterfog to cool intact containers and nearby storage areas.
Extinguishing	Prevent contamination of drains or waterways.
Hazchem Code	None Allocated

6. ACCIDENTAL RELEASE MEASURES

Spillage	Contact emergency services where appropriate. Use personal protective equipment. Clear area of all unprotected personnel. Prevent spill entering drains or waterways. Contain spillage, then collect and place in suitable containers for reuse or disposal. Avoid generating dust.
-----------------	---

7. STORAGE AND HANDLING

Storage	Store in a cool, dry, well ventilated area, removed from oxidising agents, acids and foodstuffs. Ensure containers are adequately labelled.
Handling	Before use carefully read the product label. Use of safe work practices are recommended to avoid eye or skin contact and inhalation. Observe good personal hygiene, including washing hands before eating. Prohibit eating, drinking and smoking in contaminated areas.

8. EXPOSURE CONTROLS/ PERSONAL PROTECTION

Exposure Stds	SODIUM DICHLOROISOCYANURATE DIHYDRATE ES-TWA: 1 ppm (Chlorine-decomposition)
Biological Limits	No biological limit allocated.
Engineering Controls	Avoid inhalation. Use in well ventilated areas. Where an inhalation risk exists, mechanical extraction ventilation is recommended.
PPE	Wear dust-proof goggles and PVC or rubber gloves. When using large quantities or where heavy contamination is likely, wear: coveralls. Where an inhalation risk exists, wear: a Class P1 (Particulate) respirator.

Product Name **DIVERSOL 5000**

9. PHYSICAL AND CHEMICAL PROPERTIES

Appearance	WHITE POWDER (PURPLE SOLUTION)	Solubility (water)	SOLUBLE
Odour	CHARACTERISTIC ODOUR	Specific Gravity	NOT AVAILABLE
pH	NOT AVAILABLE	% Volatiles	NOT AVAILABLE
Vapour Pressure	NOT AVAILABLE	Flammability	NON FLAMMABLE
Vapour Density	NOT AVAILABLE	Flash Point	NOT RELEVANT
Boiling Point	NOT AVAILABLE	Upper Explosion Limit	NOT RELEVANT
Melting Point	NOT AVAILABLE	Lower Explosion Limit	NOT RELEVANT
Evaporation Rate	NOT AVAILABLE	Decomposition Temperature	NOT AVAILABLE
Autoignition Temperature	NOT AVAILABLE	Viscosity	NOT AVAILABLE
Partition Coefficient	NOT AVAILABLE		

10. STABILITY AND REACTIVITY

Chemical Stability	Stable under recommended conditions of storage.
Conditions to Avoid	Avoid heat, sparks, open flames and other ignition sources.
Material to Avoid	Incompatible with oxidising agents and acids (eg. nitric acid).
Hazardous Decomposition Products	May evolve toxic gases if heated to decomposition.
Hazardous Reactions	Polymerization is not expected to occur.

11. TOXICOLOGICAL INFORMATION

Health Hazard Summary	This product has the potential to cause adverse health effects with over exposure. Use safe work practices to avoid eye or skin contact and inhalation.
Eye	Contact may result in irritation, lacrimation, pain and redness.
Inhalation	Over exposure may result in irritation of the nose and throat, with coughing.
Skin	Contact may result in irritation, redness, pain and rash.
Ingestion	Ingestion may result in gastrointestinal irritation, nausea, vomiting, abdominal pain and diarrhoea.
Toxicity Data	SODIUM DICHLOROISOCYANURATE DIHYDRATE (51580-86-0) LD50 (Ingestion): 1670 mg/kg (mammal) LDLo (Ingestion): 3570 mg/kg (human)

12. ECOLOGICAL INFORMATION

Environment	Limited ecotoxicity data was available for this product at the time this report was prepared. Ensure appropriate measures are taken to prevent this product from entering the environment.
-------------	--

13. DISPOSAL CONSIDERATIONS

Waste Disposal	Ensure product is covered with moist soil to prevent dust generation and dispose of to approved Council landfill. Contact the manufacturer if additional information is required.
Legislation	Dispose of in accordance with relevant local legislation.

Product Name **DIVERSOL 5000**

14. TRANSPORT INFORMATION

NOT CLASSIFIED AS A DANGEROUS GOOD BY THE CRITERIA OF THE ADG CODE

Shipping Name	None Allocated				
UN No.	None Allocated	DG Class	None Allocated	Subsidiary Risk(s)	None Allocated
Packing Group	None Allocated	Hazchem Code	None Allocated		

15. REGULATORY INFORMATION

Poison Schedule Classified as a Schedule 6 (S6) Poison using the criteria in the Standard for the Uniform Scheduling of Medicines and Poisons (SUSMP).

AICS All chemicals listed on the Australian Inventory of Chemical Substances (AICS).

16. OTHER INFORMATION

Additional Information The typical in-use solution of 1g powder / 20ml water is not classified as hazardous according to criteria of Safe Work Australia.

EXPOSURE STANDARDS - TIME WEIGHTED AVERAGES: Exposure standards are established on the premise of an 8 hour work period of normal intensity, under normal climatic conditions and where a 16 hour break between shifts exists to enable the body to eliminate absorbed contaminants. In the following circumstances, exposure standards must be reduced: strenuous work conditions; hot, humid climates; high altitude conditions; extended shifts (which increase the exposure period and shorten the period of recuperation).

ABBREVIATIONS:

ACGIH - American Conference of Industrial Hygienists.
 ADG - Australian Dangerous Goods.
 BEI - Biological Exposure Indice(s).
 CAS# - Chemical Abstract Service number - used to uniquely identify chemical compounds.
 CNS - Central Nervous System.
 EC No - European Community Number.
 HSNO - Hazardous Substances and New Organisms.
 IARC - International Agency for Research on Cancer.
 mg/m³ - Milligrams per Cubic Metre.
 NOS - Not Otherwise Specified.
 pH - relates to hydrogen ion concentration using a scale of 0 (high acidic) to 14 (highly alkaline).
 ppm - Parts Per Million.
 RTECS - Registry of Toxic Effects of Chemical Substances.
 STEL - Short Term Exposure Limit.
 SWA - Safe Work Australia.
 TWA - Time Weighted Average.

HEALTH EFFECTS FROM EXPOSURE:

It should be noted that the effects from exposure to this product will depend on several factors including: frequency and duration of use; quantity used; effectiveness of control measures; protective equipment used and method of application. Given that it is impractical to prepare a Chem Alert report which would encompass all possible scenarios, it is anticipated that users will assess the risks and apply control methods where appropriate.

PERSONAL PROTECTIVE EQUIPMENT GUIDELINES:

The recommendation for protective equipment contained within this Chem Alert report is provided as a guide only. Factors such as method of application, working environment, quantity used, product concentration and the availability of engineering controls should be considered before final selection of personal protective equipment is made.

Report Status This document has been compiled by RMT on behalf of the manufacturer of the product and serves as the manufacturer's Safety Data Sheet ('SDS').

Product Name **DIVERSOL 5000**

It is based on information concerning the product which has been provided to RMT by the manufacturer or obtained from third party sources and is believed to represent the current state of knowledge as to the appropriate safety and handling precautions for the product at the time of issue. Further clarification regarding any aspect of the product should be obtained directly from the manufacturer.

While RMT has taken all due care to include accurate and up-to-date information in this SDS, it does not provide any warranty as to accuracy or completeness. As far as lawfully possible, RMT accepts no liability for any loss, injury or damage (including consequential loss) which may be suffered or incurred by any person as a consequence of their reliance on the information contained in this SDS.

Prepared By Risk Management Technologies
5 Ventnor Ave, West Perth
Western Australia 6005
Phone: +61 8 9322 1711
Fax: +61 8 9322 1794
Email: info@rmt.com.au
Web: www.rmt.com.au

SDS Date 29 Mar 2011

End of Report

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SAFETY DATA SHEET

OASIS PRO 66 BATHROOM CLEANER DISINFECTANT

Section: 1. PRODUCT AND COMPANY IDENTIFICATION

Product name : OASIS PRO 66 BATHROOM CLEANER DISINFECTANT

Other means of identification : Not applicable.

Recommended use : Cleaner and disinfectant

Product dilution information : 3.2 % - 6.4 %

Company : ECOLAB PTY LTD
2 Drake Avenue
Macquarie Park, NSW Australia 2113
1 800 022 002

Emergency telephone number : 1800 205 506, +64 7 958 2372

Issuing date : 01.06.2016

Section: 2. HAZARDS IDENTIFICATION

GHS Classification

Product AS SOLD

Skin corrosion/irritation : Category 2

Serious eye damage/eye irritation : Category 1

Product AT USE DILUTION

Not a hazardous substance or mixture.

GHS Label element

Product AS SOLD

Hazard pictograms



Signal Word : Danger

Hazard Statements : Causes skin irritation.
Causes serious eye damage.

Precautionary Statements : **Prevention:**
Wash skin thoroughly after handling.
Response:
IF ON SKIN: Wash with plenty of soap and water. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a POISON CENTER or doctor/ physician.
If skin irritation occurs: Get medical advice/attention. Take off contaminated clothing and wash before reuse.

Product AT USE DILUTION

Precautionary Statements : **Prevention:**
Wash hands thoroughly after handling.

SAFETY DATA SHEET

OASIS PRO 66 BATHROOM CLEANER DISINFECTANT

Response:

Get medical advice/ attention if you feel unwell.

Storage:

Store in accordance with local regulations.

Product AS SOLD**Other hazards** : None known.**Section: 3. COMPOSITION/INFORMATION ON INGREDIENTS****Product AS SOLD**

Pure substance/mixture : Mixture

Chemical Name

ethylenediamine tetraacetate

Benzalkonium chloride

CAS-No.

64-02-8

68424-85-1

Concentration: (%)

10 - 30

1 - 5

Product AT USE DILUTION

No hazardous ingredients

Section: 4. FIRST AID MEASURES**Product AS SOLD**

- In case of eye contact : Rinse immediately with plenty of water, also under the eyelids, for at least 15 minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Get medical attention immediately.
- In case of skin contact : Wash off immediately with plenty of water for at least 15 minutes. Use a mild soap if available. Wash clothing before reuse. Thoroughly clean shoes before reuse. Get medical attention.
- If swallowed : Contact the Poison's Information Centre (eg Australia 13 1126; New Zealand 0800 764 766).
Rinse mouth. Get medical attention if symptoms occur.
- If inhaled : Remove to fresh air. Treat symptomatically. Get medical attention if symptoms occur.
- Protection of first-aiders : If potential for exposure exists refer to Section 8 for specific personal protective equipment.
- Notes to physician : Treat symptomatically.
- Most important symptoms and effects, both acute and delayed : See Section 11 for more detailed information on health effects and symptoms.

Product AT USE DILUTION

- In case of eye contact : Rinse with plenty of water.
- In case of skin contact : Rinse with plenty of water.
- If swallowed : Rinse mouth. Get medical attention if symptoms occur.

Contact the Poison's Information Centre (eg Australia 13 1126; New Zealand 0800 764 766).

SAFETY DATA SHEET**OASIS PRO 66 BATHROOM CLEANER DISINFECTANT**

If inhaled : Get medical attention if symptoms occur.

Section: 5. FIREFIGHTING MEASURES**Product AS SOLD**

- Suitable extinguishing media : Use extinguishing measures that are appropriate to local circumstances and the surrounding environment.
- Unsuitable extinguishing media : None known.
- Specific hazards during firefighting : Not flammable or combustible.
- Hazardous combustion products : Decomposition products may include the following materials:
Carbon oxides
nitrogen oxides (NO_x)
metal oxides
- Special protective equipment for firefighters : Use personal protective equipment.
- Specific extinguishing methods : Fire residues and contaminated fire extinguishing water must be disposed of in accordance with local regulations. In the event of fire and/or explosion do not breathe fumes.

Section: 6. ACCIDENTAL RELEASE MEASURES**Product AS SOLD**

- Personal precautions, protective equipment and emergency procedures : Ensure adequate ventilation. Keep people away from and upwind of spill/leak. Avoid inhalation, ingestion and contact with skin and eyes. When workers are facing concentrations above the exposure limit they must use appropriate certified respirators. Ensure clean-up is conducted by trained personnel only. Refer to protective measures listed in sections 7 and 8.
- Environmental precautions : Do not allow contact with soil, surface or ground water.
- Methods and materials for containment and cleaning up : Stop leak if safe to do so. Contain spillage, and then collect with non-combustible absorbent material, (e.g. sand, earth, diatomaceous earth, vermiculite) and place in container for disposal according to local / national regulations (see section 13). Flush away traces with water. For large spills, dike spilled material or otherwise contain material to ensure runoff does not reach a waterway.

Product AT USE DILUTION

- Personal precautions, protective equipment and emergency procedures : Refer to protective measures listed in sections 7 and 8.
- Environmental precautions : No special environmental precautions required.
- Methods and materials for containment and cleaning up : Stop leak if safe to do so. Contain spillage, and then collect with non-combustible absorbent material, (e.g. sand, earth, diatomaceous earth, vermiculite) and place in container for disposal according to local / national regulations (see section 13). Flush away traces with water. For large spills, dike spilled material or otherwise contain

SAFETY DATA SHEET**OASIS PRO 66 BATHROOM CLEANER DISINFECTANT**

material to ensure runoff does not reach a waterway.

Section: 7. HANDLING AND STORAGE**Product AS SOLD**

Advice on safe handling : Do not ingest. Avoid contact with skin and eyes. Do not breathe dust/fume/gas/mist/vapours/spray. Wash hands thoroughly after handling. Do not get in eyes, on skin, or on clothing.

Conditions for safe storage : Keep out of reach of children. Keep container tightly closed. Store in suitable labeled containers.

Storage temperature : 0 °C to 50 °C

Product AT USE DILUTION

Advice on safe handling : Wash hands after handling. For personal protection see section 8.

Conditions for safe storage : Keep out of reach of children. Keep container tightly closed. Store in suitable labeled containers.

Section: 8. EXPOSURE CONTROLS/PERSONAL PROTECTION**Product AS SOLD****Components with workplace control parameters**

Contains no substances with occupational exposure limit values.

Engineering measures : Effective exhaust ventilation system. Maintain air concentrations below occupational exposure standards.

Personal protective equipment

Eye protection : Due to the form and packaging of the product, no protective equipment is needed under normal use conditions.

Hand protection : Due to the form and packaging of the product, no protective equipment is needed under normal use conditions.

Skin protection : Due to the form and packaging of the product, no protective equipment is needed under normal use conditions.

Respiratory protection : Due to the form and packaging of the product, no protective equipment is needed under normal use conditions.

Hygiene measures : Handle in accordance with good industrial hygiene and safety practice. Remove and wash contaminated clothing before re-use. Wash face, hands and any exposed skin thoroughly after handling. Provide suitable facilities for quick drenching or flushing of the eyes and body in case of contact or splash hazard.

Product AT USE DILUTION

Engineering measures : Good general ventilation should be sufficient to control worker exposure to airborne contaminants.

Personal protective equipment

Eye protection : Safety glasses

SAFETY DATA SHEET**OASIS PRO 66 BATHROOM CLEANER DISINFECTANT****Personal protective equipment**

	No special protective equipment required.
Hand protection	: Wear the following personal protective equipment: Standard glove type. PVC
	No special protective equipment required.
Skin protection	: No special protective equipment required.
Respiratory protection	: No personal respiratory protective equipment normally required.

Section: 9. PHYSICAL AND CHEMICAL PROPERTIES

	Product AS SOLD	Product AT USE DILUTION
Appearance	: liquid	liquid
Colour	: red	light pink
Odour	: Floral	Floral
pH	: 9.0 - 11.0, 100 %	8.0 - 10.0
Flash point	: Not applicable., Does not sustain combustion.	
Odour Threshold	: no data available	
Melting point/freezing point	: no data available	
Initial boiling point and boiling range	: no data available	
Evaporation rate	: no data available	
Flammability (solid, gas)	: no data available	
Upper explosion limit	: no data available	
Lower explosion limit	: no data available	
Vapour pressure	: no data available	
Relative vapour density	: no data available	
Relative density	: 1.092 - 1.112	
Water solubility	: soluble	
Solubility in other solvents	: no data available	
Partition coefficient: n-octanol/water	: no data available	
Auto-ignition temperature	: no data available	
Thermal decomposition	: no data available	
Viscosity, kinematic	: no data available	
Explosive properties	: no data available	
Oxidizing properties	: no data available	
Molecular weight	: no data available	
VOC	: no data available	

Section: 10. STABILITY AND REACTIVITY

SAFETY DATA SHEET**OASIS PRO 66 BATHROOM CLEANER DISINFECTANT****Product AS SOLD**

Chemical stability	: Stable under normal conditions.
Possibility of hazardous reactions	: No dangerous reaction known under conditions of normal use.
Conditions to avoid	: None known.
Incompatible materials	: None known.
Hazardous decomposition products	: Decomposition products may include the following materials: Carbon oxides nitrogen oxides (NOx) metal oxides

Section: 11. TOXICOLOGICAL INFORMATION

Information on likely routes of exposure : Inhalation, Eye contact, Skin contact

Potential Health Effects**Product AS SOLD**

Eyes	: Causes serious eye damage.
Skin	: Causes skin irritation.
Ingestion	: Health injuries are not known or expected under normal use.
Inhalation	: Health injuries are not known or expected under normal use.
Chronic Exposure	: Health injuries are not known or expected under normal use.

Product AT USE DILUTION

Eyes	: Health injuries are not known or expected under normal use.
Skin	: Health injuries are not known or expected under normal use.
Ingestion	: Health injuries are not known or expected under normal use.
Inhalation	: Health injuries are not known or expected under normal use.
Chronic Exposure	: Health injuries are not known or expected under normal use.

Experience with human exposure**Product AS SOLD**

Eye contact	: Redness, Pain, Corrosion, Irritation
Skin contact	: Redness, Irritation
Ingestion	: No symptoms known or expected.
Inhalation	: No symptoms known or expected.

Product AT USE DILUTION

Eye contact	: No symptoms known or expected.
-------------	----------------------------------

SAFETY DATA SHEET**OASIS PRO 66 BATHROOM CLEANER DISINFECTANT**

Skin contact	: No symptoms known or expected.
Ingestion	: No symptoms known or expected.
Inhalation	: No symptoms known or expected.

Toxicity**Product AS SOLD
Product**

Acute oral toxicity	: Acute toxicity estimate : > 2,000 mg/kg
Acute inhalation toxicity	: 4 h Acute toxicity estimate : 1.75 mg/l
Acute dermal toxicity	: no data available
Skin corrosion/irritation	: no data available
Serious eye damage/eye irritation	: no data available
Respiratory or skin sensitization	: no data available
Carcinogenicity	: no data available
Reproductive effects	: no data available
Germ cell mutagenicity	: no data available
Teratogenicity	: no data available
STOT - single exposure	: no data available
STOT - repeated exposure	: no data available
Aspiration toxicity	: no data available

Components

Acute dermal toxicity	: Benzalkonium chloride LD50 rabbit: 3,340 mg/kg
-----------------------	---

Section: 12. ECOLOGICAL INFORMATION**Product AS SOLD
Ecotoxicity**

Environmental Effects	: This product has no known ecotoxicological effects.
-----------------------	---

Product

Toxicity to fish	: no data available
Toxicity to daphnia and other aquatic invertebrates	: no data available
Toxicity to algae	: no data available

Components

Toxicity to fish	: ethylenediamine tetraacetate 96 h LC50 Fish: 121 mg/l
------------------	--

Components

Toxicity to daphnia and other aquatic invertebrates	: Benzalkonium chloride 48 h EC50 Daphnia magna (Water flea): 0.016 mg/l
---	---

SAFETY DATA SHEET**OASIS PRO 66 BATHROOM CLEANER DISINFECTANT****Persistence and degradability**

no data available

Bioaccumulative potential

no data available

Mobility in soil

no data available

Other adverse effects

no data available

Section: 13. DISPOSAL CONSIDERATIONS**Product AS SOLD**

Disposal methods : Where possible recycling is preferred to disposal or incineration. If recycling is not practicable, dispose of in compliance with local regulations. Dispose of wastes in an approved waste disposal facility.

Disposal considerations : Dispose of as unused product. Empty containers should be taken to an approved waste handling site for recycling or disposal. Do not re-use empty containers. Dispose of in accordance with local, state, and federal regulations.

Product AT USE DILUTION

Disposal methods : Diluted product can be flushed to sanitary sewer.

Disposal considerations : Dispose of in accordance with local, state, and federal regulations.

Section: 14. TRANSPORT INFORMATION**Product AS SOLD**

The shipper/consignor/sender is responsible to ensure that the packaging, labeling, and markings are in compliance with the selected mode of transport.

Land transport (ADG)

Not dangerous goods

Sea transport (IMDG/IMO)

Not dangerous goods

Section: 15. REGULATORY INFORMATION**National regulatory information**

Standard for the Uniform : Schedule 6
Scheduling of Medicines and
Poisons

The components of this product are reported in the following inventories:

United States TSCA Inventory :

On TSCA Inventory

Canadian Domestic Substances List (DSL) :

SAFETY DATA SHEET**OASIS PRO 66 BATHROOM CLEANER DISINFECTANT**

All components of this product are on the Canadian DSL.

Australia. Industrial Chemical (Notification and Assessment) Act :
On the inventory, or in compliance with the inventory

New Zealand. Inventory of Chemicals (NZIoC), as published by ERMA New Zealand :
On the inventory, or in compliance with the inventory

Japan. ENCS - Existing and New Chemical Substances Inventory :
not determined

Japan. ISHL - Inventory of Chemical Substances (METI) :
not determined

Korea. Korean Existing Chemicals Inventory (KECI) :
not determined

Philippines Inventory of Chemicals and Chemical Substances (PICCS) :
not determined

China Inventory of Existing Chemical Substances :
not determined

Section: 16. OTHER INFORMATION

Sources of key data used to compile the Safety Data Sheet

Globally Harmonized System of Classification and Labelling of Chemicals (GHS)
IARC: (International Agency for Research on Cancer)
US. National Toxicology Program (NTP) Report on Carcinogens
ECHA List of Publishable Substances Registered
EU HPVCs (High Production Volume Chemicals)

Issuing date : 01.06.2016
Date of first issue : 15.11.2015
version : 1.1
Prepared by : Regulatory Affairs

REVISED INFORMATION: Significant changes to regulatory or health information for this revision is indicated by a bar in the left-hand margin of the SDS.

The information provided in this Safety Data Sheet is correct to the best of our knowledge, information and belief at the date of its publication. The information given is designed only as a guidance for safe handling, use, processing, storage, transportation, disposal and release and is not to be considered a warranty or quality specification. The information relates only to the specific material designated and may not be valid for such material used in combination with any other materials or in any process, unless specified in the text.

From: [Personal Information] (DJPR)
Sent: Sat, 30 May 2020 14:54:52 +1000
To: Rachaele E May (DJPR); [Personal Information] (DJPR); DJPR COVID Accom-Lead (DJPR)
Cc: DJPR COVID Accom-Support (DJPR); [Personal Information] (DJPR)
Subject: FW: Confidential: FYI: COVID clean of Rydges Hotel on Swanston DRAFT
Attachments: COVID_19 Infection Control V4.pdf, AMC SPECIAL RESPONSE SURFACE DISINFECTION INFORMATION.pdf

Hi Rachaele,

Here is the quote from AMC Commercial Cleaning.

Please see below your additional requested information to perform the set out requirements at the Rydges Hotel.

- Fogging / misting using Viraclean (approved chemical to COVID-19) can be performed tomorrow at a price of \$2.50 m2
- Surface / touch point disinfection also using Viraclean can be carried out twice daily at \$55.00 per operative hour , penalty rates would apply before 6am and after 6 pm Monday to Friday, Weekends and Public holidays,
- Waste disposal will be priced separately , on inspection of the site AMC would present a formal proposal with set agreed pricing going forward.

Touch point cleaning for today at 7pm. Fogging and touch point clean tomorrow. I have confirmed by phone and will follow up with a email and contact details for the Rydges.

Regards

[Personal Information]

Project Officer – Accommodation Support
 Operation Soteria
 Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information]@agriculture.vic.gov.au
[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)

AGRICULTURE VICTORIA

From: [Personal Information] <[Personal Information]@amcclean.com.au>
Sent: Saturday, 30 May 2020 2:29 PM
To: [Personal Information] (DJPR) <[Personal Information]@agriculture.vic.gov.au>
Cc: [Personal Information] <[Personal Information]@amcclean.com.au>; [Personal Information] <[Personal Information]@amcclean.com.au>
Subject: FW: Confidential: FYI: COVID clean of Rydges Hotel on Swanston DRAFT

Hi Personal Inform

Thank you for the information as per your email and our phone conversation.

AMC Commercial Cleaning have provided COVID-19 response cleans to multiple customers across Australia and are currently the sole national respondent provider to many large Australian businesses.

We have attached our protocols and procedures for your reference.

Please see below your additional requested information to perform the set out requirements at the Rydges Hotel.

- Fogging / misting using Viraclean (approved chemical to COVID-19) can be performed tomorrow at a price of \$2.50 m2
- Surface / touch point disinfection also using Viraclean can be carried out twice daily at \$55.00 per operative hour , penalty rates would apply before 6am an after 6 pm Monday to Friday, Weekends and Public holidays,
- Waste disposal will be priced separately , on inspection of the site AMC would present a formal proposal with set agreed pricing going forward.

I hope this helps understanding a quick turnaround.
Please call me should you require any other information

Regards

Personal Information

National Estimator & Training Manager

22 Garden Boulevard Dingley Village VIC 3172

Personal Information

Personal Information

[@amcclean.com.au](mailto:amcclean.com.au)



amcclean.com.au 1800 990 050
Australia | New Zealand



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From: [Personal Information] <[Personal Information]@agriculture.vic.gov.au>
Sent: Saturday, 30 May 2020 12:50 PM
To: [Personal Information] <[Personal Information]@amcclean.com.au>
Cc: Rachaele E May (DJPR) <[Personal Information]@agriculture.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; [Personal Information] (DJPR) <[Personal Information]>; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Confidential: FYI: COVID clean of Rydges Hotel on Swanston
Importance: High

Hi [Personal Information]

As discussed on the phone, DJPR would like AMC Commercial Cleaning to provide a full clean today at the Rydges on Swanston, 700 Swanston St, Carlton. This includes a touch-point clean and fogging if possible. If fogging is not possible today – can this be done tomorrow. Can you please provide the hourly rates for these services (touch point) and per square metre cost for fogging.

We would also like AMC Commercial Cleaning to provide a quotation to perform the following tasks:

1. A full COVID clean of the Rydges Hotel on Swanston to be performed daily in the early morning; and
2. A COVID touch point clean to be performed daily in the afternoon.

These functions will be performed 7 days per week.

The areas that require cleaning includes:

- Kitchen
- Bathrooms
- Reception area
- Elevators
- Stairwells
- Bannisters
- Offices
- Coffee machine
- Touch points etc. on all levels of the building
- Door knobs
- Shared chairs and desks
- And anything else that would be commonly used, on all floors.

If you have any questions, please give me a call on [Personal Information]. Can you also please advise me of availability for today and tomorrow?

Regards

Personal Information

Project Officer – Accommodation Support
Operation Soteria
Department of Jobs, Precincts and Regions

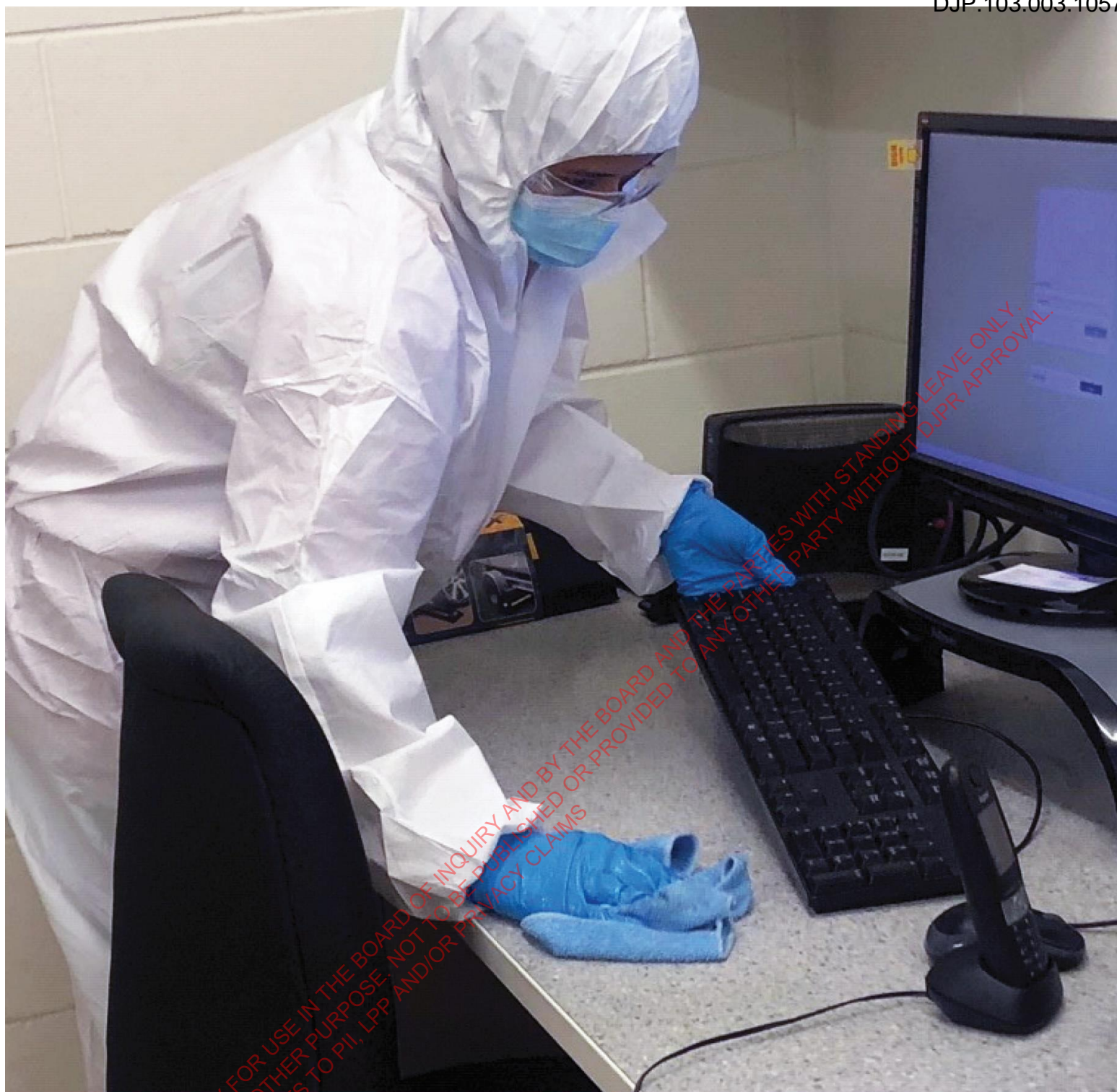
Personal Information

Personal Information

[@agriculture.vic.gov.au](mailto: @agriculture.vic.gov.au)

agriculture.vic.gov.au

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COVID-19 INFECTION CONTROL





COVID-19 Infection Control

This guidance provides recommendations on the cleaning and disinfection of rooms or areas of those with suspected or with confirmed COVID-19 have visited. It is aimed at limiting the survival of novel coronavirus in key environments. These recommendations will be updated if additional information becomes available.

Current evidence suggests that novel coronavirus may remain viable for hours to days on surfaces made from a variety of materials. Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19.

These guidelines are focused on community, non-healthcare facilities (e.g., schools, institutions of higher education, offices, day care centres, businesses, community centres) that do and do not house persons overnight. These guidelines are not meant for cleaning staff in healthcare facilities or for others for whom specific guidance already exists.

All procedures must be carried out in accordance with the current AMC infection control guidelines including Australian and New Zealand Standards for maintaining infection.

This document covers the importance of complying with an effective COVID-19 infection control strategy that ensures the safety of the client, maintains personal protection for cleaners and prevents the transmission or spread of infections from person to person.

AMC Commercial Cleaning will abide by all recommendations as issued by the Department of Health and will update this guidance accordingly. AMC Commercial Cleaning undertakes to apply its infection control processes as professionally as possible but cannot guarantee a completely virus free environment and does not accept any liability in that regard.

(This document is based on content for the following competency unit: HLTIN301C Comply with infection control policies and procedures).

Definitions

- *Facilities* (e.g., schools, offices, day care centres, businesses) comprise most non-healthcare settings that are visited by the general public outside of a household.
- *Cleaning* refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.
- *Disinfecting* works by using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.



Cleaning and Disinfection After Confirmed Case of COVID-19 in the Facility

Timing and location of cleaning and disinfection of surfaces

- At the affected facility:
 - It is recommended to close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets.
 - Open outside doors and windows to increase air circulation in the area.
 - If possible, wait up to 24 hours before beginning cleaning and disinfection.
 - Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the ill persons, focusing especially on frequently touched surfaces.

How to Clean and Disinfect

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol or hospital grade disinfectants will be used .
 - Diluted household bleach solutions can be used if appropriate for the surface.
 - Products which are expected to be effective against COVID-19 based on data for harder to kill viruses will be selected. The manufacturer's instructions will be followed for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
 - For soft (porous) surfaces such as carpeted floor, rugs, and drapes, visible contamination will be removed if present and cleaned with appropriate cleaners indicated for use on these surfaces.
 - Carpets will be steam cleaned
 - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.

Products with the approval for killing the COVID-19 virus and are suitable for porous surfaces will be chosen where appropriate.

Linens, Clothing, and Other Items That Go in the Laundry

The following instructions will be adhered to when handling laundry items:

- Do not shake dirty laundry as this minimises the possibility of dispersing the virus through the air.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.



Personal Protective Equipment (PPE) and Hand Hygiene:

- **Cleaning staff should wear a P2 respirator facemask, disposable gloves and disposable body protection for all tasks in the cleaning process, including handling waste.**
 - Gloves and body suits should be compatible with the disinfectant products being used.
 - Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and protective clothing should be removed carefully to avoid contamination of the wearer and the surrounding area.
 - Hands will be washed after removing gloves.
- Gloves should be removed after cleaning a room or area previously occupied by ill persons.
- Clean hands immediately after gloves are removed.
- Cleaning staff will immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.
- Cleaning staff and others will clean hands often, including immediately after removing gloves, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. However, if hands are visibly dirty, hands will be washed with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
 - Additional key times to clean hands include:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - After contact with animals or pets
 - Before and after providing routine care for another person who needs assistance

Additional Considerations :

- AMC will work with the state and federal health departments to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed, including for identification of new potential cases of COVID-19.
- AMC will educate staff and workers performing cleaning, laundry, and waste activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor and the local health department if they develop symptoms of COVID-19. The health department will provide guidance on what actions need to be taken.
- AMC has developed policies for worker protection and provided training to all cleaning staff on site prior to providing cleaning tasks. Training includes when to use PPE, what PPE is necessary, how to properly fit, use, remove PPE and how to properly dispose of contaminated PPE.
- AMC trains employees on the hazards of the cleaning chemicals used in the workplace in accordance with relevant workplace safety legislation.



COVID19 Infection Prevention Kit

A dedicated kit stored in a container with a fitted lid contains all materials and equipment needed:

- Safety glasses,
- Disposable protective body suit
- Disposable rubber gloves
- P2 Respirator face mask
- Plastic waste bags
- Hospital grade disinfectant.

Waste Materials

All contaminated materials (cleaning cloths, disposable gloves and protective suits) will be disposed of in accordance with federal, state and territory guidelines.

Personal Hygiene

All AMC personnel are trained in personal hygiene methods.

Handwashing should be carried out at designated handwashing basins only. These hand washing basins should have liquid soap and disposable or single use paper towelling. Handwashing basins should not be used for any other purpose.

No jewellery can be worn when working.

All cuts, sores and abrasions must be covered (waterproof dressing is preferable) and the covering may need to be changed frequently each day.

Personal protection is a major step in the prevention of cross infection. The wearing of masks, eye protection, gloves, protective clothing and shoes is routine while working. These barriers are very important in the prevention of the transmission of COVID19.

Personal Protective Clothing (PPE) includes:

Gloves:

Gloves should be changed regularly to prevent the transfer of the COVID19 virus

Masks:

P2 Respiratory Masks must be worn during all cleaning tasks

Protective eye wear:

Protective eye wear should also be worn when any cleaning procedure is to be undertaken that may involve splashing

Outer protective clothing:

Protective body suits must be worn

Shoes:

Shoes should have a rubber, slip resistant sole and must cover the entire foot



AMC COMMERCIAL CLEANING

Maintain Clean Zones

Clean and contaminated areas should be clearly marked so that all staff are aware of these areas and can follow a safe workflow. Workflow should always be from clean areas to contaminated areas and care should be taken to avoid contaminated items re-entering the clean area.

(A clean area is a specifically designated area for non-contaminated items. These would include items that are sterile, or have been disinfected. At no stage are any contaminated items to be placed in this area).

Maintain Contaminated Zones (areas)

Contaminated zones may be areas for processing dirty equipment, or an area that has become contaminated during a treatment procedure.

Signs will be used to identify clean and contaminated areas

A disposal area will be allocated for holding contaminated materials.

A checklist will be provided to record those areas, fixtures and fittings and equipment which have been sanitised

All equipment will be decontaminated, cleaned and dried before reuse

Disposal of Contaminated Waste

Waste can pose infection and other public health risks.

Waste will be separated at the point where it has been generated and disposed of into waste containers that are colour-coded and identified.

Trolleys used for the transport of infectious or other hazardous waste will be clearly identified

Mobile Bins must have a lid, be leak proof and washable. Dedicated bins and trolleys will be labelled according to the type of wastes contained, cleaned regularly and must never be overfilled.

Procedures for disposal of waste should follow national guidelines or Codes of Practice and must comply with state/territory and local regulations.

Disposal of used Chemical Solutions

Some chemicals, such as detergents, can be poured down a cleaners sink. Others, which may be harmful to the environment, need special disposal. They may need to be packaged and sent to an approved location. Recommendations listed on the Safety Data Sheet will be rigorously adhered to.



Special Response Surface Disinfection

options for workplace
infection management



Sanitisation vs Disinfection

Sanitisation and disinfection are essential for preventing the transmission of infectious pathogens between team members and ensuring the health and well-being of employees.

Environmental surface disinfection refers to cleaning, and then disinfecting, of noncritical surfaces using a low to intermediate level surface disinfectant.

Using a sanitiser lowers the number of germs on surfaces to levels that are considered safe by public health organisations. These products tend to be faster and safer than disinfectants, but disinfectants usually have broader spectrum, killing infectious fungi, bacteria, and viruses on hard environmental surfaces.

Our standard cleaning product range has disinfecting properties to prevent the spread of bacterial and viruses.



Disinfection

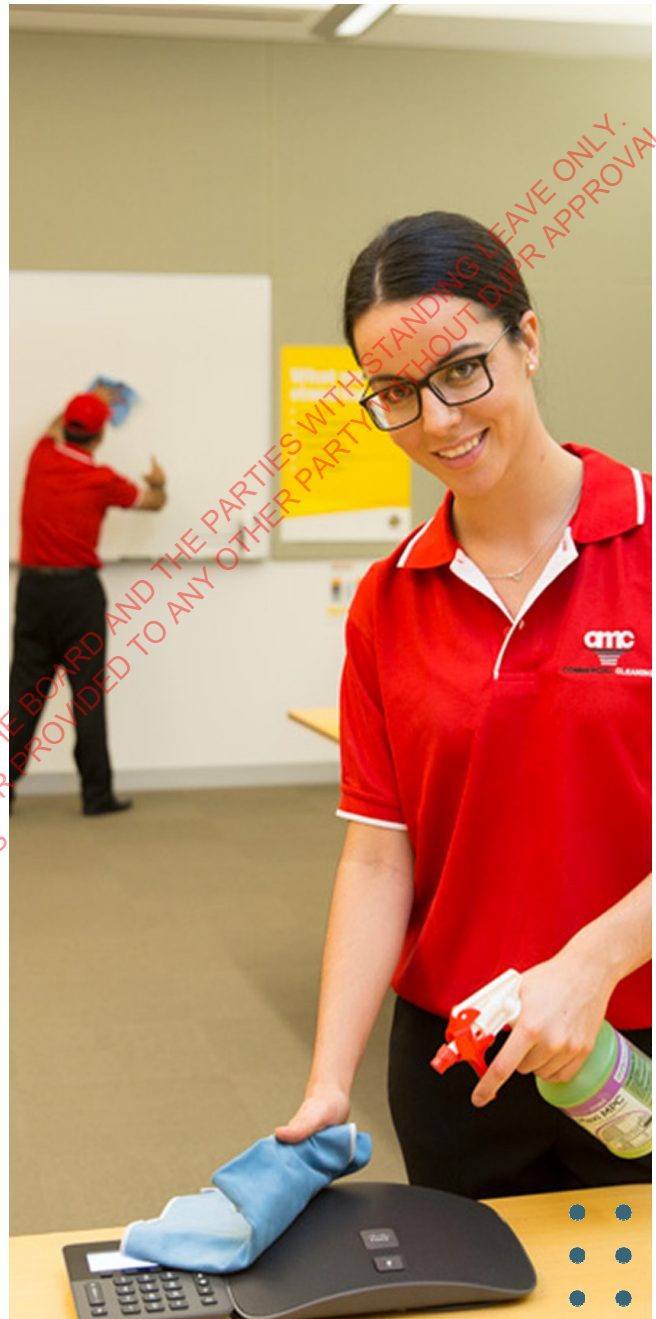
Disinfecting a surface will “kill” 99.9% of the microscopic organisms. The proper use of disinfectants can help contain and prevent the spread of harmful bacteria and viruses. Disinfection can be attained by means of physical or chemical disinfectant.

Disinfectants kill bacteria by causing the proteins to become damaged and the outer layers of the bacteria cell to rupture.

Product for use

Chemical: Hospital grade disinfectant proven to kill a broad range of bacteria and viruses including:

- Staphylococcus aureus (MRSA or Golden Staph)
- Pseudomonas aeruginosa
- Escherichia coli (E coli)
- Enterococcus faecalis (VRE)
- Acinetobacter
- Salmonella cholerae
- Proteus vulgaris
- Influenza virus
- Herpes Simplex virus
- Hepatitis B Group virus
- Candida albicans
- Klebsiella pneumoniae (CPE/CRE)



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What level of disinfection is right for your organisation?

Each organisation will have their own processes in place to maintain a clean and hygienic environment. Processes, procedures and protocols should be reviewed to include effective strategies to better provide a clean, healthy environment within the organisation.

There are a number of factors to consider:

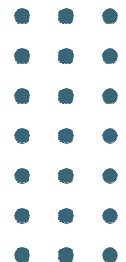
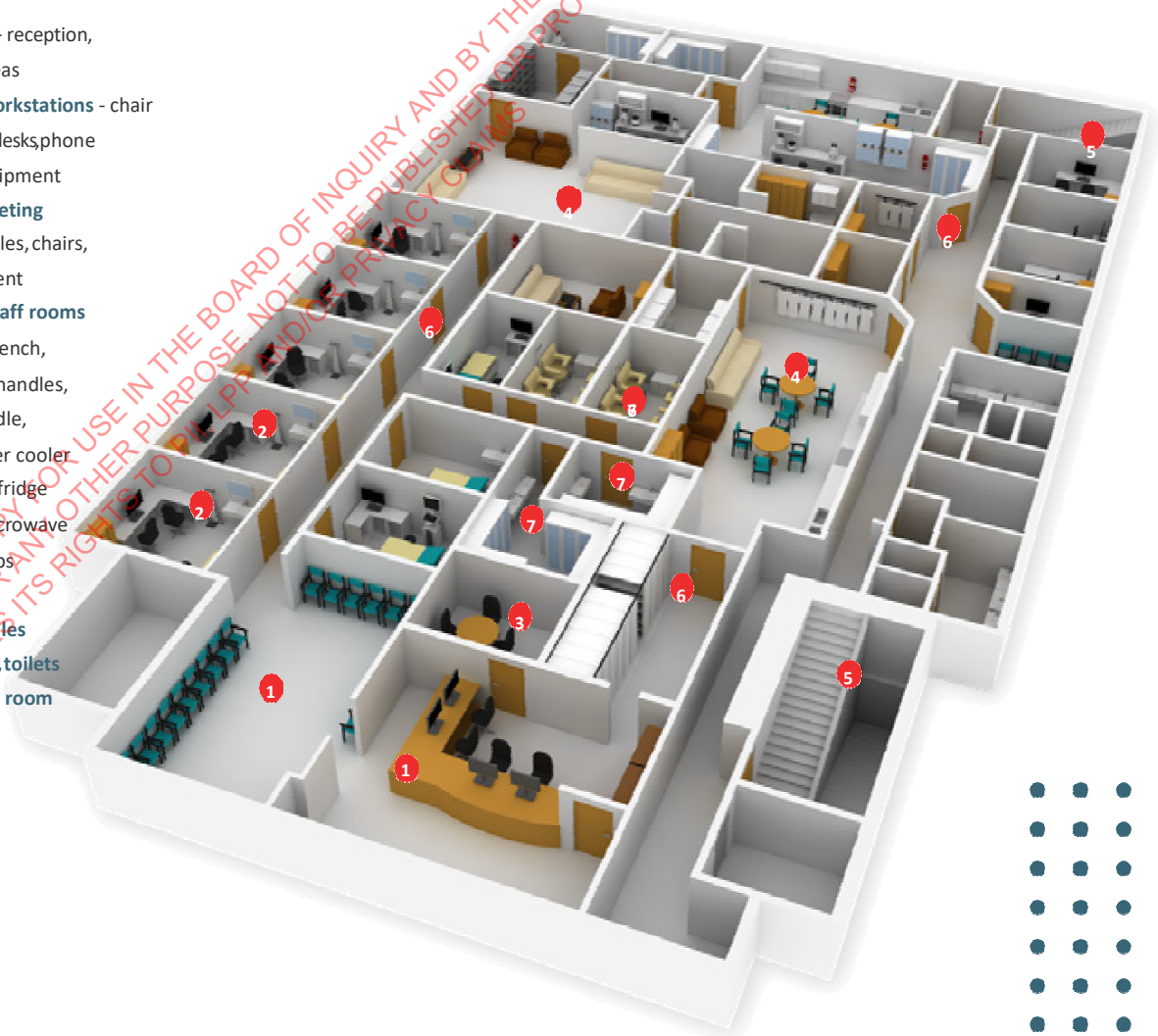
- 1: Are you disinfecting regularly enough?
- 2: What is your working environment?
- 3: How big is your team?
- 4: Are you providing your team with tools to keep the environment clean?

With outbreaks of many different kinds comes an enormous amount of infections, and disinfection becomes more critical. The Onus to provide a clean and safe environment lies with you, the employer. It protects you the business owner, your employees and those that visit your establishment.

We recommend disinfecting all 'high-touch' surfaces in all shared spaces such as offices, schools, retail and medical areas.

High-Touch Surface Hot Spots

- 1 **Entrance** – reception, waiting areas
- 2 **Shared Workstations** - chair arms, hot-desks, phone and IT equipment
- 3 **Board/meeting room** - tables, chairs, IT equipment
- 4 **Kitchen/staff rooms** - kitchen bench, cupboard handles, kettle handle, drink/water cooler (exterior), fridge handle, microwave handle, taps
- 5 **Handrails**
- 6 **Door handles**
- 7 **Bathroom, toilets and locker room**



Disclaimer

This information is not intended and cannot be used as medical and/or legal advice or consultation. It is also not intended and cannot be used as environmental advice or environmental consulting services

Cleaning schedules in line with disinfection requirements are preventative measures. As AMC Commercial Cleaning Pty Ltd we have your health interest at heart but do not accept any liability for communicable diseases that spread from human to human. The intent is to provide general assistance to the organisation in the minimisation of potential outbreak within the working environment. It is important that steps are taken to prevent, monitor and respond to such diseases. Doing so reduces the risk posed to all.

we believe it's important to look after people

From: Rachaele E May (DJPR)
Sent: Sat, 13 Jun 2020 13:38:53 +1000
To: [Personal Information] (DHHS); [Personal Information] (DHHS); [Personal Information] (DHHS); COVID19InfectionControl (DHHS); DJPR COVID Accom-Support (DJPR); [Personal Information] (DHHS)
Subject: RE: For review and feedback: Cleaning information for Novotel South Wharf and update of Advice for cleaning COVID positive hotels

Hi [Personal Informa]

Final approval of any infectious cleaning advice rests with DHHS as the infection control experts. DJPR is happy to circulate final document to all contracted cleaning companies, hotels etc.

Please advise when this document is finalised.

Regards
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions

[Personal Information]
 [Personal Information]
 [Personal Information]
[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)

djpr.vic.gov.au

From: [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au>
Sent: Saturday, 13 June 2020 12:05 PM
To: [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au>; COVID19InfectionControl (DHHS) <COVID19InfectionControl@dhhs.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>; Rachaele E May (DJPR) [Personal Information]@agriculture.vic.gov.au>; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au>
Subject: RE: For review and feedback: Cleaning information for Novotel South Wharf and update of Advice for cleaning COVID positive hotels

Just another typo amendment form me.

Rachaele, is the final approval with DJPR?

Regards

Personal Information

COVID 19 Health Coordination
dhhsopsoteriaec@dhhs.vic.gov.au

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>

Sent: Friday, 12 June 2020 7:24 PM

To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>

Subject: FW: For review and feedback: Cleaning information for Novotel South Wharf and update of Advice for cleaning COVID positive hotels

FYI

Personal Information

COVID 19 Health Coordination
dhhsopsoteriaec@dhhs.vic.gov.au

From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>

Sent: Friday, 12 June 2020 2:22 PM

To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS)

Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>

Subject: FW: For review and feedback: Cleaning information for Novotel South Wharf and update of Advice for cleaning COVID positive hotels

FYI

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>

Sent: Friday, 12 June 2020 1:31 PM

To: 'DJPR COVID Accom-Support (DJPR)' <DJPRcovidacom-support@ecodev.vic.gov.au>

Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Personal Information @mh.org.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>;

COVID19InfectionControl (DHHS) <COVID19InfectionControl@dhhs.vic.gov.au>

Subject: RE: For review and feedback: Cleaning information for Novotel South Wharf and update of Advice for cleaning COVID positive hotels

Hi Personal Information

I apologise profusely for not getting back to your earlier with our comments. I have attached the document – only one minor typo.

There are some further comments from the IPC Cell:

- AHS have indicated they use/offer nocospray of rooms and electorstatic disinfection of public areas in their attachment. We responded in a previous email that we don't recommend 'fogging' of rooms or public areas after cleaning and disinfection.
- You indicated that you would confirm what product they will be using to disinfect i.e. is it a chlorine based product? Do you know what product they will be using?
- Are all hotels using the same disinfectant product and cleaning schedule and are they trained to use it?
- Are we able to confirm that staff will be trained to use appropriate PPE for both daily and discharge cleaning?
- Are guest hotel rooms not cleaned daily? It does not appear on their cleaning schedule? We would recommend daily cleaning of guest rooms.

Regards,

Personal Information

Infection Control Consultant | Communicable Disease Prevention and Control
Health Protection Branch | Regulation Health Protection and Emergency Management

Personal Information

Personal Information

@dhhs.vic.gov.au w. www.dhhs.vic.gov.au

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From: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>

Sent: Saturday, 6 June 2020 12:48 PM

To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Personal Information (DHHS)

Personal Information @dhhs.vic.gov.au; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au;

Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>

Cc: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au; Personal Information (DHHS)

Personal Information @dhhs.vic.gov.au; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; Personal Information (DEDJTR) Personal Information @agriculture.vic.gov.au; Personal Information

Personal Information (DHHS) Personal Information @dhhs.vic.gov.au; Personal Information (DHHS)

Personal Information @dhhs.vic.gov.au; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Kait McCann (DEDJTR) Personal Information @ecodev.vic.gov.au; Rachaele May (DEDJTR) Personal Information @agriculture.vic.gov.au>

Subject: For review and feedback: Cleaning information for Novotel South Wharf and update of Advice for cleaning COVID positive hotels

Hi Everyone,

Please see an update on cleaning at the Novotel South Wharf and the document reviewed earlier in the week re: 'Cleaning COVID positive hotels'.

- Details about the cleaning service (?AHS) currently being used at the hotel – areas cleaned and products being used

I have attached AHS Hospitality COVID clean documentation and what areas are to be cleaned daily which will be filled in by AHS Hospitality cleaning contractors (see Excel file attached). I will follow up in relation to what cleaning products are being used but in earlier conversations with AHS there

preference was to use Diversol 5000. However, I will follow up and confirm what products they are using.

Please note: I am also waiting trying to contact the Hotel management at Novotel South Wharf in relation to lift areas. The hotel cleaning staff are also cleaning this area and I wanted to follow this up with the hotel and let them know that this is not required and the responsibility of AHS. I think the reasoning for this is the lift has some brass fittings that the hotel is probably a bit concerned about damage. But hope to have this discussion today.

- What cleaning arrangements were in place prior to Thursday 4th June.
There were no cleaning arrangements in place prior to Thursday 4th June. Cleaning commenced on Thursday 4th June in the afternoon with a site visit by the AHS Hospitality in the morning to arrange cleaning requirements. Frequently touched surfaces were cleaned in the afternoon and the foyer of the Hotel was cleaned and disinfected as requested by DHHS.
- Are we able to see a copy of the "Cleaning COVID positive hotels" document?
I have attached a copy of this document to the email. I have addressed the comments provided by Personal Information (thank you) and the document is now ready for final review by DHHS. The document enables the Government to ensure our cleaning contractors are meeting our requirements in cleaning quarantine hotels. It can also be provided to all hotels in the program as a reference material on cleaning hotel rooms.

DJPR are finalising contracts to procure the services of an additional 2 cleaning companies (AHS Hospitality and AMC Clean) – in the event we require additional services to IKON – current cleaning provider.

One final question – AHS Hospitality can also perform a COVID-19 clean of guest rooms and have quoted \$270.00 per room for this function. Does DHHS have a preference for one cleaning contractor to complete this service at Novotel South Wharf or would DHHS be acceptable to IKON also providing this function at \$170.00 per room? Confirmation on how DHHS would like DJPR to proceed on this point is required.

Regards

Personal Information

Project Officer – Accommodation Support
Operation Soteria
Department of Jobs, Precincts and Regions

Personal Information

Personal Information

[@agriculture.vic.gov.au](mailto:agriculture.vic.gov.au)

agriculture.vic.gov.au



From: DJPR COVID Accom-Lead (DJPR) <Personal Information@ecodev.vic.gov.au>

Sent: Friday, 5 June 2020 9:54 PM

To: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Fwd: Cleaning at Novotel South Wharf

Hi team

Let's discuss at tomorrow morning's meeting.

Thanks

Personal

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From: Rachaele E May (DJPR) [Personal Information] <[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)>
Sent: Friday, June 5, 2020 9:20 pm
To: DJPR COVID Accom-Lead (DJPR)
Subject: Fwd: Cleaning at Novotel South Wharf

For action please

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From: [Personal Information] (DHHS) [Personal Information] <[\[Personal Information\]@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)>
Sent: Friday, June 5, 2020 8:29:21 PM
To: Rachaele E May (DJPR) [Personal Information] <[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)>
Subject: FW: Cleaning at Novotel South Wharf

Dear Rachaele,

The Public Health Unit is interested in getting a clearer idea on the cleaning that is taking place at the Novotel hotel now that it is housing positive cases.

Below is an email exchange I had with [Personal Information] (Operation Soteria) about the arrangements currently in place.

Are you able to provide further details relating to the following:

- Details about the cleaning service (?AHS) currently being used at the hotel – areas cleaned and products being used
- What cleaning arrangements were in place prior to Thursday 4th June
- Are we able to see a copy of the "Cleaning COVID positive hotels" document?

Thanks and regards,

Personal Info

From: [Personal Information] (DHHS) [Personal Information] <[\[Personal Information\]@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)>
Sent: Thursday, 4 June 2020 6:08 PM
To: [Personal Information] (DHHS) [Personal Information] <[\[Personal Information\]@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)>
Subject: RE: Cleaning at Novotel South Wharf

Yes – I don't know a great deal about the company other than they are an experienced hotel cleaning agency.

Personal Information

COVID 19 Health Coordination
dhhsopsoteriaec@dhhs.vic.gov.au

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Thursday, 4 June 2020 5:54 PM
To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: RE: Cleaning at Novotel South Wharf

Thanks Personal Infor

I'm not familiar with the abbreviation "AHS" – is this a cleaning service?

Thanks and regards,

Personal Inform

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Thursday, 4 June 2020 5:40 PM
To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: Cleaning at Novotel South Wharf

Hi Personal Inf

The hotel manager at Novotel South Wharf has confirmed

- DJPR have engaged AHS to undertake cleaning of lobby & public health areas
- This will be conducted twice daily commencing today
- Focus is on high touch points
- Negotiation of room cleaning on exit are still in negotiation

DJPR are also reviewing procedures and have provided a draft revised "Cleaning COVID positive hotels" which Infection Control have provided initial comments on and have requested an additional review before the document is finalised

Let me know if there is anything further you require

Kind regards

Personal Information

COVID 19 Health Coordination
dhhsopsoteriaec@dhhs.vic.gov.au

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Government of Victoria, Victoria, Australia.

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Wed, 17 Jun 2020 11:08:15 +1000
To: [Personal Information] (DJPR); DJPR COVID Accom-Support (DJPR); [Personal Information] (DJPR)
Cc: Tim Sullivan (DJPR)
Subject: For action: Procedure for cleaning quarantine and quarantine red hotels
Attachments: Procedure for cleaning quarantine and quarantine red hotels 16162020_DC & CS.docx

Hi [Personal Information]

DHHS have developed and approved the attached cleaning Procedure for hotels, the document we have been asking for since March.

Can you please ensure all cleaning companies receive this procedure, and that this is applied this afternoon at Stamford.

Thanks,
Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information] [\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)

djpr.vic.gov.au

From: Merrin Bamert (DHHS) [Personal Information] <[\[Personal Information\]@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)>
Sent: Wednesday, 17 June 2020 10:50 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: FW: Procedure for cleaning quarantine and quarantine red hotels

FYI

Merrin Bamert
 Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division
 Department of Health and Human Services

[Personal Information]

[Personal Information]

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From: Personal Information (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)
Sent: Wednesday, 17 June 2020 10:01 AM
To: Pam Williams (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Merrin Bamert (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Melody Bush (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)
Subject: Procedure for cleaning quarantine and quarantine red hotels

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From: Personal Information (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)
Sent: Tuesday, June 16, 2020 9:45:10 PM
To: Sandy Austin (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Merrin Bamert (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Annaliese Van Diemen (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)
Cc: Personal Information (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Personal Information (DHHS) [@safercare.vic.gov.au](mailto:Personal Information@safercare.vic.gov.au); Personal Information (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Personal Information (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Personal Information (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Personal Information (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)
Subject: FW: Request to review: Procedure for cleaning quarantine and quarantine red hotels

Thanks Annaliese 😊

Dear Merrin and Sandy

Please find attached "Procedures for cleaning quarantine and quarantine red hotels" which has been reviewed and now approved and ready for immediate use.

Kind regards

Personal Information
 MBBS, FRACP (FAFPHM), MAppEpid, FFTM, FACTM, CTH@
 Deputy Public Health Commander
 Pathology and Infection Prevention & Control |
 COVID-19 Public Health Incident Management Team
 Department of Health & Human Services | Personal Information
 Personal Information [@DHHS.vic.gov.au](mailto:Personal Information@DHHS.vic.gov.au)

From: Annaliese Van Diemen (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)
Sent: Tuesday, 16 June 2020 9:21 PM
To: Personal Information (DHHS) [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au); Personal Information (DHHS) [@safercare.vic.gov.au](mailto:Personal Information@safercare.vic.gov.au)

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Cc: [Personal Information] (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au> [Personal Information] (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>

Subject: RE: Request to review: Procedure for cleaning quarantine and quarantine red hotels

Thanks all,

Approved by me

Most appreciate for such a rapid turnaround.

Possibly another hotel security guard case tonight so this will need to go back for implementation asap.

Cheers

Annaliese

Dr Annaliese van Diemen MBBS BMedSc MPH FRACGP FAFPHM
Public Health Commander- COVID-19 Department Incident Management Team
Deputy Chief Health Officer (Communicable Disease)
 Regulation, Health Protection & Emergency Management
 Department of Health & Human Services [Personal Information]
 [Personal Information] <[Personal Information]@dhhs.vic.gov.au>
health.vic.gov.au/public-health

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From: [Personal Information] (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>
Sent: Tuesday, 16 June 2020 4:46 PM
To: Annaliese Van Diemen (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] <[Personal Information]@safercare.vic.gov.au>
Cc: [Personal Information] (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>
Subject: FW: Request to review: Procedure for cleaning quarantine and quarantine red hotels
Importance: High

Hi Annaliese

Attached is a procedures guidelines developed by the Hotel Soteria team for the quarantine hotels to refer. This guideline was referred to us for review and input with respect to the IPC component. We have now reviewed the guidelines and ensured it is alignment with our overarching DHHS's IPC guidelines, and have also included reference to the non-red hotels, as the standard and freq of cleaning practises should be exactly the same irrespective of the hotel red, non-red status.

Can you please approve, replying to [Personal Information] (DHHS) and she will then return it back to the hotel teams with our endorsement for use.

The Hotel Soteria team are keen to have this returned to them ASAP

Many thanks in advance

[Personal Information]

[Personal Information] MBBS, FRACP (FAFPHM), MAppEpid, FFTM, FACTM, CTH@
Deputy Public Health Commander
Pathology and Infection Prevention & Control |
COVID-19 Public health Incident Management Team
Department of Health & Human Services | [Personal Information]

[Personal Information] @DHHS.vic.gov.au

From: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Sent: Tuesday, 16 June 2020 3:30 PM
To: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] @safercare.vic.gov.au>

Subject: RE: Request to review: Procedure for cleaning quarantine and quarantine red hotels

Hi [Personal Information]

I have reviewed and made only minor typo or formatting changes.

So after your approval it can go to Annaliese.

Regards,

[Personal Information]

Infection Control Consultant | Communicable Disease Prevention and Control
Health Protection Branch | Regulation Health Protection and Emergency Management

[Personal Information]

[Personal Information] @dhhs.vic.gov.au w. www.dhhs.vic.gov.au

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Sent: Tuesday, 16 June 2020 8:35 AM
To: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>

Subject: Request to review: Procedure for cleaning quarantine and quarantine red hotels

Importance: High

Dear Personal Information

Please can you run your eyes over the updated cleaning procedure for quarantine and quarantine red hotels to pick up anything I may have missed.

The hotel Soteria group are keen to have this document ASAP, so it would be good if we could move this one off our desk today

Thank you

Regards

Personal Information

Centres of Clinical Excellence: Acute (medical and surgical)
Senior Project Officer, Infection Clinical Network

Personal Information

Personal Information

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Hotel Quarantine Response

Advice for cleaning requirements for hotels who are accommodating quarantined, close contacts and confirmed COVID-19 guests

Last updated: 16 June 2020

Background

Operation Soteria manages the mandatory quarantine of international arrivals, diagnosed persons and close contacts who are self-isolating at a hotel to reduce the potential spread of coronavirus (COVID-19). To reduce the risks of transmission of COVID-19, guests confirmed as COVID-19 positive will be moved from their allocated quarantine hotel and accommodated in quarantine 'red hotels'.

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

To protect all staff, contractors and guests in Operation Soteria program from the risk of exposure to COVID-19, appropriate cleaning and disinfection measures are required. A combination of cleaning and disinfection is most effective in removing the COVID-19 virus. To meet these requirements:

- (a) Daily cleaning – common areas in quarantine and quarantine red hotels will have their frequently touch surfaces cleaned twice daily and all floor surfaces will be cleaned once a day.
- (b) Exit deep clean – clean and disinfection of hotel rooms that have accommodated COVID-19 positive guest(s), quarantined guest(s), close contact guest(s) or transiting guest(s) will be performed when the guest(s) has physically left the hotel room.
- (c) Exit hotel quarantine program – at the completion of the hotel quarantine program, in addition to meeting the daily cleaning requirements all floor surfaces and soft furnishings in common areas will be cleaned and disinfected.

Cleaning and disinfection

Cleaning means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.

Disinfection means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.

Recommended cleaning and disinfection products

Cleaning of surfaces must be undertaken first with a neutral detergent and water prior to disinfection of surfaces unless a one-step detergent/disinfectant product is used.

Disinfection with a chlorine-based product following the manufacturer's instructions or made using the chlorine dilutions calculator (see Table 1) to achieve a 1000ppm dilution should be used. Note that prediluted bleach solutions lose potency over time and on exposure to sunlight and as such needs to be made up fresh daily.

Household bleach comes in a variety of strengths. The concentration of active ingredient – hypochlorous acid – can be found on the product label.

After cleaning surfaces with a neutral detergent, apply the bleach solution using disposable paper towels or a disposable cloth. Ensure surfaces remain wet for the specified contact time. Wipe the disinfectant off surfaces to prevent damage.

Dispose of personal protective equipment (PPE) and single use cleaning wipes in a leak proof plastic bag, tied up and disposed in the general waste.

Wash hands well using soap and water and dry with disposable paper or single-use cloth towel. If water is unavailable, clean hands with alcohol-based hand rub.

Table 1: Chlorine dilutions calculator to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Regardless of the product used, it is vital that sufficient contact time is allowed. Refer to the manufacturer's instruction for such information. If no time is specified, leave for 10 minutes.

Surfaces that are unable to be cleaned with a chlorine-based product should follow the guidance in Table 2.

Table 2: Recommended cleaning procedure by surface type (adapted from SafeWork Australia – COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Any Surface	Method
Soft plastics	Detergent + Disinfectant
Hard plastics	Detergent + Disinfectant
Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)	Detergent + Disinfectant* *uncoated steel is more susceptible to rust when disinfected with bleach. After contact time is complete, there is a need to wipe off the disinfected metal surface with water.
Painted metal surfaces	Detergent + Disinfectant
Wood	Detergent + Disinfectant
Laminate	Detergent + Disinfectant
Glass	Detergent + Disinfectant
Concrete (polished)	Detergent + Disinfectant
Concrete (rough)	Detergent + Disinfectant
Leather	Clean and disinfect according to manufacturer's recommendations

Fabric (for confirmed COVID-19 cases and transiting passenger hotel rooms – mattresses, carpet, window and room furnishings)	Remove dirt or soil with warm water and detergent then steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent
Fabric – common areas ¹ (e.g. for confirmed cases access to exercise, medical treatment, evacuation, rooms and includes carpet, window and chairs in hallways, lifts, common areas and PPE change rooms)	Vacuum with a vacuum cleaner that contains a HEPA filter Damp dust + Detergent

How to clean and disinfect

Cleaning contractors are responsible for training staff on how to use products and how to appropriately clean and disinfect surfaces.

- (d) Wear appropriate personal protective equipment as outlined in the Personal Protective Equipment (PPE) section below.
- (e) Thoroughly clean surfaces using detergent (soap) and water.
- (f) Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
- (g) Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.
- (h) Wipe disinfectant off surfaces to prevent damage.
- (i) Remove and discard PPE after each clean into a leak proof plastic bag. For example, after an exit deep clean, after cleaning between communal areas such as bathroom, kitchen and shared lounge area.
- (j) Wash hands with soap and water and dry or use an alcohol-based hand rub immediately after removing gloves.

Personal Protective Equipment (PPE)

Cleaning contractors are responsible for the provision of PPE for their staff and ensuring staff are trained on how to wear PPE in accordance with DHHS PPE donning and doffing protocols.

Always follow the manufacturer's advice regarding use of PPE when using disinfectants.

Disposable gloves should be worn for cleaning and disposed if they become damaged, soiled or when cleaning is completed.

Exit deep clean of guest rooms, wear a full-length disposable gown, surgical mask, eye protection and gloves.

Daily cleaning of communal areas, gloves only are recommended. Guests are only allowed to leave their rooms for scheduled exercise and staff should maintain 1.5 meters between themselves and a guest.

Other PPE is only required if specified by the manufacturer's instructions or may be used to protect clothing from splash if using bleach.

Avoid touching the face with gloved or unwashed hands.

Cleaning equipment

Where possible disposable cleaning equipment should be used, such as cleaning cloths, mops and gloves. A fresh cloth and mop used for each exit deep clean and for communal area, for example, kitchen, bathroom, lounge.

All disposable cleaning equipment should be placed into a tied, leak proof plastic bag and disposed of in the general waste stream.

If other cloths and mops are used, they should be laundered in a hot water wash before re-use and allocated to only be used at the quarantine or quarantine red hotel.

Re-useable equipment such as vacuum cleaners, buckets, steam cleaners should be cleaned and disinfected after each use and stored at the hotel site separate from other cleaning equipment.

Ensuring workplace safety

When cleaning on or around electrical equipment/fittings, isolate electrical equipment and turn off power source if possible before cleaning with liquids.

Read the label for the detergent or disinfectant and follow the manufacturer's recommendations.

Obtain a copy of the Safety Data Sheet (SDS) for the detergent or disinfectant and become familiar with the contents.

Wear the appropriate PPE that is identified on the label and the SDS.

Cleaning requirements for quarantine and quarantine red hotels

The following cleaning schedules should be followed for hotel floors that are accommodating quarantined, close contact and confirmed COVID-19 guests.

Daily cleaning of communal areas in quarantine and quarantine red hotels

The following actions should generally be taken every day.

- It is recommended that all hotels should remove all soft furnishings (chairs, desks, tables, lamps) in hallways to allow guests to access for exercise, medical treatment, evacuation and place these in storage.
- Carpets in common areas of red hotels are to be vacuumed with a vacuum cleaner that contains a HEPA filter.
- Laminate, concrete and/or tile flooring in common areas of red hotels are to be mopped with a detergent and disinfectant solution daily.
- Clean and disinfect all frequently touched surfaces in all common areas twice daily (see Table 3).
- Visibly dirty surfaces may require additional cleaning.

Exit deep clean of guest room

All rooms that have accommodated a quarantined, close contact or confirmed COVID-19 guest should have an exit deep clean performed.

All frequently touched surfaces outlined in Table 3 should be cleaned and disinfected.

Soft furnishings or fabric covered items (for example, fabric covered chairs, mattresses or window furnishings) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Window furnishing may be laundered in accordance with the manufacturer's instructions on the warmest setting possible. The window furnishing should be dried completely before rehangng. Do not shake dirty window furnishings as this may disperse the virus through the air.

At the conclusion of the hotel quarantine program an exit clean and disinfection of all floor surfaces and soft furnishings in common areas in red hotels will be also be performed.

Management of linen, crockery and cutlery and waste

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Waste can be disposed of in the general waste stream.

Table 3: General cleaning recommendations for frequently touched surfaces (adapted from SafeWork Australia, COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Item ¹	Communal area Twice daily cleaning	Exit deep clean
Alcohol-based hand sanitiser dispenser	Twice daily	Yes
Bath	-	Yes
Call bell / doorbell	Twice daily	Yes
Carpet (Soft floor)	Daily (unless visibly soiled)	Yes
Ceiling	Spot cleaned	Spot cleaned
Chairs - non-upholstered (e.g. plastic chairs, wooden chairs, other non-padded chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Chairs - upholstered (e.g. fabric padded chairs, sofas, office chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Cleaning Equipment	Yes – after use	Yes
Clipboard / Folders	Twice daily	Yes
Computer, Keyboard, Mouse Headsets	Twice daily	Yes
Curtains and Blinds	Spot clean	Yes
Door frames	Daily	Yes
Doorknob / handles	Twice daily	Yes
Drinking Fountains	Twice daily	Yes
Elevator buttons	Twice daily	Yes
Floor (non-slip vinyl)	Daily	Yes
Floor (polished concrete)	Daily	Yes
Fridges	Daily	Yes
Handrails, stair rails	Twice daily	Yes
Keys and locks and padlocks	Twice daily	Yes
Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)	Daily	Yes
Light and power point switches	Twice daily	Yes
Lights/lighting	Twice daily	Yes
Microwave	Daily	Yes
Push/pull doors (with and without a push plate)	Twice daily	Yes
Remote controls	Twice daily	Yes
Shelves (and items on shelves)	Daily	Yes
Shower	Daily	Yes
Sink (hand washing & kitchen)	Twice daily	Yes
Tables / desks	Twice daily	Yes
Telephone	Twice daily	Yes
Toilet	Twice daily	Yes
Toilet doors and locks	Twice daily	Yes
TV	Daily	Yes
Vending Machines	Daily	Yes
Walls	Spot clean	Yes
Windows / ledges	Weekly	Yes
Window frames (sliding servery window types)	Twice daily	Yes

¹Other frequency touched surfaces may be identified during an initial walk through that will need to be added to this list.

References

- [Cleaning and disinfecting to reduce COVID-19 transmission: Tips for non-healthcare settings](https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19), 20 March 2020, <https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>
- [Coronavirus \(COVID-19\) – Infection control guidelines](https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines) <https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines>
- [Directions issued by Victoria's Chief Health Officer](https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19) <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>
- [Environmental cleaning and disinfection principles for health and residential care facilities](https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf), Version 3, 13 May 2020. <https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf>
- [Guidance on how to clean and disinfect your workplace](http://www.swa.gov.au) - COVID-19 – Recommended cleaning: Supplementary information, 26 May 2020 <www.swa.gov.au>
- [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Wed, 24 Jun 2020 21:51:39 +1000
To: Merrin C Bamert (DHHS); Pam Williams (DHHS)
Subject: For noting - cleaning requirements for Stamford and other hotels.

Hello,

For your line of sight as we try to get clarity on the cleaning protocols for quarantine hotels. If we need to do the below and current prescriptions recently circulated, most of our hotels will take a 1-3 weeks to clean. Each.

I'll keep you up to date.

Regards
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions

Personal Information

Personal Information

Personal Information @agriculture.vic.gov.au

djpr.vic.gov.au

From: Personal Information (DJPR) Personal Information@ecodev.vic.gov.au>
Sent: Wednesday, 24 June 2020 9:04 PM
To: Personal Information (DHHS) Personal Information@safercare.vic.gov.au>
Cc: Personal Information (DHHS) Personal Information@dhhs.vic.gov.au>; Tim Sullivan (DJPR) Personal Information@global.vic.gov.au>; DHHSOpSoteriaEOC@dhhs.vic.gov.au; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; Donna Findlay (DJPR) Personal Information@ecodev.vic.gov.au>
Subject: RE: Stamford vacating - Urgent request for quote

Hi Personal Information

Sorry - I had sent my email prior to receiving yours - having major connectivity issues all day. One point I wish to clarify, is that the key difference with Pathogen Cleans is the additional requirement of **steam cleaning soft furnishings**. Both Contractors advise that steam cleaning is labour and time intensive - each room takes approx. 2 hrs and 2 staff members per room and requires additional steam cleaning equipment.

Should Pathogen Cleans be required of the additional non-COVID quarantine 202 rooms - due to staffing numbers, Stamford may not be ready to for new arrivals for approx. three weeks (or late July).

The estimated cost for Pathogen Clean of 214 rooms will range from \$ 52,000 (AHS Hospitality)- \$ 75,000 (IKON Services), not including the Common Area COVID Deep Clean and daily AM/PM cleans. Though Hotel housekeeping staff can assist with the AM/PM cleans and standard Guest Room Deep Cleans, they are not due to return to Stamford until 2 July 2020.

Personal Info The spend will require the relevant Financial Delegate's Approval.

- Can you provide an update whether DHHS manages the AHS Contract? DJPR had sent it to DHHS EOC on 13 June to settle and execute with AHS.
- Can you also advise whether you wish for me to assist with booking the Guest Room cleaning with AHS (the less expensive quote) and details of services urgently or do you wish to manage the clean for Stamford given that AHS is less expensive?

Scheduled cleans to date are:

AHS Hospitality - Daily Common Area Cleans and Deep Common Area Departure clean

- AM/PM daily cleans of Common Areas up to when Stamford Hotel Cleaning Staff return on 2 July;
- Common Area deep clean from **Friday 26/6 - Sunday 28/6** (see attached email from **Personal**)

AHS has also expressed interest in undertaking the Guest Room rooms cleans. We will need to advise in advance if they will be required to undertake Pathogen Cleans of all 214 rooms so they can review staff availability etc.

IKON will need to be advised that we will not require their Deep Clean services of Guest Rooms scheduled for 29 June.

Please let me know what is approved and if you would like me to action.

Kind regards,

Personal Information

Operation Soteria (COVID-19)
Project Manager, DJPR Hotel Quarantine - Control team
djprcovidacom-support@ecodev.vic.gov.au

Department of Jobs, Precincts and Regions

Personal Information

Personal Information @ecodev.vic.gov.au

djpr.vic.gov.au



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From: [Personal Information] (DHHS) [Personal Information] <[redacted]@safercare.vic.gov.au>
Sent: Wednesday, 24 June 2020 8:05 PM
To: [Personal Information] (DJPR) [Personal Information] <[redacted]@ecodev.vic.gov.au>
Subject: Fwd: Stamford vacating - Urgent request for quote

Dear [Personal Information]

Please see suggestions below re AHS contract

Regards

[Personal Information]

Get [Outlook for iOS](#)

From: [Personal Information] <[redacted]@safercare.vic.gov.au>
Sent: Wednesday, June 24, 2020 6:28 pm
To: [Personal Information] (DHHS); Tim Sullivan (DEDJTR)
Cc: [Personal Information] (DHHS)
Subject: RE: Stamford vacating - Urgent request for quote

Hi [Personal Information]

Thank you for sharing the quotes from AHS to undertake cleaning for the quarantine/quarantine positive hotels.

The main differences between the deep clean and pathogen clean appear to be:

1. Pathogen clean has a team of two (clean and dirty team members). The clean team member is only required at the end of the clean to double bag waste/linen/crockery
2. The pathogen clean includes steam cleaning of soft furnishings which the deep clean does not
3. We would not recommend the use of Glen 20 as a disinfectant or the use of fogging

I have also spoken with [Personal Information] (who is lovely and very patient) and clarified what his housekeeping staff were doing:

1. Cleaning all of the high touch points in the communal areas twice daily and removing waste
2. Removing waste and linen that is placed outside of guest rooms

3. They have also been cleaning frequently touched surfaces in guest rooms with a disinfectant, making up beds, washing dishes and restocking

Therefore the recommendation would be for a pathogen clean be undertaken for all guest rooms with the following amendments:

1. The hotels housekeeping staff act as the clean team member for a pathogen clean and be responsible for disposing of linen, waste/rubbish generated from a pathogen clean. This should reduce the pathogen cost substantially and bring it back closer to the \$110.00 mark.
2. Include in the pathogen clean that the dirty cleaning team member place all crockery in the dishwasher and turn on to hottest wash. The hotel housekeeping staff can then unpack the dishwasher as part of their routine room preparation program at conclusion of 'pathogen' clean.
3. That DHHS will cover cost of waste disposal and cleaning of linen i.e. sheets.

Person is very keen to understand what products will be used and how his rooms will be cleaned. He is also very keen to understand what role his staff play in the cleaning process.

Happy to chat tomorrow if any of the above needs further clarification

Regards

Personal Information

Centres of Clinical Excellence: Acute (medical and surgical)
Senior Project Officer, Infection Clinical Network

Personal Information

Personal Information

[@safercare.vic.gov.au](mailto:safercare.vic.gov.au)

W safercare.vic.gov.au

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From: Personal Information <[REDACTED]> @dhhs.vic.gov.au>
Sent: Wednesday, 24 June 2020 5:03 PM
To: Tim Sullivan (DEDJTR) <[REDACTED]> @global.vic.gov.au>; Personal Information (DHHS) <[REDACTED]>
Personal Information <[REDACTED]> @safercare.vic.gov.au>
Subject: Fwd: Stamford vacating - Urgent request for quote

Kind Regards,

Personal Information <[REDACTED]>

Senior Emergency Management Coordinator

South Emergency Management and Health Protection Branch |

Department of Health & Human Services | Level 5, 165-169 Thomas Street, Dandenong Victoria 3175

Personal Information <[REDACTED]>

@dhhs.vic.gov.au

www.dhhs.vic.gov.au | www.emergency.vic.gov.au | Image <https://twitter.com/VicGovDHHS>

Chat with me on Teams

Image

From: Personal Information <[REDACTED]> @ahshospitality.com.au>
Sent: Wednesday, June 24, 2020 3:38:16 PM
To: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Cc: Personal Information <[REDACTED]> @dhhs.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Personal Information <[REDACTED]> @dhhs.vic.gov.au>; Personal Information <[REDACTED]> @ahshospitality.com.au>; Personal Information <[REDACTED]> @ahshospitality.com.au>
Subject: RE: Stamford vacating - Urgent request for quote

Hi Personal Information <[REDACTED]>

As discussed, please find attached pricing and scope of tasks.

As I mentioned, we call it **Pathogen clean** in rooms that has had COVID-19 positive people.

This clean involves pressurised steam clean on bathroom and all soft furnishing. All hard surfaces disinfected with TGA approved chemical.

We have estimated that standard hotel rooms takes 2hrs with 2 people to complete. This is pending on how much soft furnishing is in the room.

ei: chairs, sofas, number of beds, cots, bed heads ect.

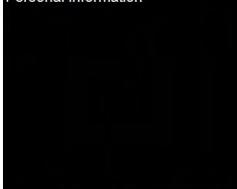
We complete **Deep Clean** on all other rooms with no positive cases.

Scope attached, all surfaces disinfected with TGA approved chemical, but not pressure steam cleaned.

Hope this helps.

Kind Regards,

Personal Information



**General Manager VIC & TA
S**

Personal Information



Personal Information

[@ahshospitality.com.a](mailto:@ahshospitality.com.au)

[u](#)

From: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>

Sent: Wednesday, 24 June 2020 3:03 PM

To: Personal Information <@ahshospitality.com.au>

Cc: Personal Info (DHHS) <Personal Info @dhhs.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Personal Information <Personal Information @dhhs.vic.gov.au>; Personal Information

Personal Info <Personal Info @ahshospitality.com.au>

Subject: RE: Stamford vacating - Urgent request for quote

Importance: High

Personal Inform

Hi

Apologies for the multiple requests - in addition to the below:

Can you urgently provide a separate quote for the deep clean of **173** guest bedrooms at the Stamford Plaza Hotel commencing Monday 29 June, including:

1. breakdown of tasks
2. approximate time period required for the clean?

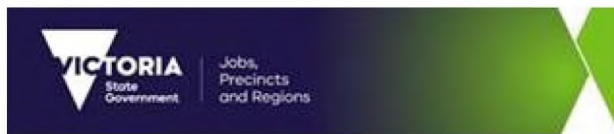
Kind regards,

Personal Information

Senior Integrity, Compliance and Governance Officer | Ministerial and Portfolio Services
Department of Jobs, Precincts and Regions
 Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

Personal Information

Personal Inform @ecodev.vic.gov.au
djpr.vic.gov.au



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From: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>

Sent: Wednesday, 24 June 2020 1:36 PM

To: Personal Information <@ahshospitality.com.au>

Cc: DJPR COVID Accom-Operations (DJPR) <DJPRcovidaccom-operations@ecodev.vic.gov.au>

Subject: RE: Stamford vacating

Hi

Personal Inform

Can you provide us with a revised quote for the Stamford cleaning for this week?

Kind regards,

Personal Information

Senior Integrity, Compliance and Governance Officer | Ministerial and Portfolio Services

Department of Jobs, Precincts and Regions

Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

Personal Information

Personal Information: @ecodev.vic.gov.audjpr.vic.gov.au
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From: Personal Information <@ahshospitality.com.au>
Sent: Wednesday, 24 June 2020 11:59 AM
To: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Cc: Personal Information <@ahshospitality.com.au>; Personal Information
 Personal Information <@ahshospitality.com.au>
Subject: FW: Stamford vacating

Hi Personal Information

Please see below.

There has been request to have person disinfecting the lift, luggage trolleys corridors after each room has departed.

This would mean additional labour to be deployed for both hotel towers.

Could you please confirm that this is OK to proceed.

Regards,

Personal Information

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**General Manager VIC & TA
S**

Personal Information

Personal Information [@ahshospitality.com.a](mailto:ahshospitality.com.au)
[u](#)

From: Personal Information [@ahshospitality.com.au](mailto:ahshospitality.com.au)>

Sent: Wednesday, 24 June 2020 11:18 AM

To: Personal Information [@ahshospitality.com.au](mailto:ahshospitality.com.au)>

Subject: Stamford vacating

Personal Information the Nurse Team Leader requested we wipe luggage trollies, lifts, corridors after guest leave, which commences 0500 tomorrow.

Personal Information AO ,requested we start also 0500.

Please confirm and advise.

Thanks

Personal Information

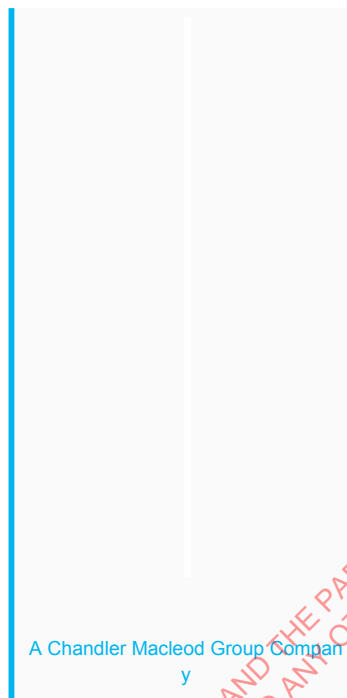
**Operations Manager VI
C**

Level 16, 570 Bou , Melbour VI 300
rke St ne C 0

Personal Information

Personal Inf [@ahshospitality.com.au](mailto:ahshospitality.com.au)
[ahshospitality.com.a](mailto:ahshospitality.com.au)
[u](#)

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From: Rachaele E May (DJPR)
Sent: Sat, 27 Jun 2020 13:05:20 +1000
To: Pam Williams (DHHS); Merrin C Bamert (DHHS)
Cc: [Personal Information] (DHHS); [Personal Information] (DJPR); DJPR COVID Accom-Support (DJPR); DJPR COVID Accom-Lead (DJPR); [Personal Information] (DHHS); [Personal Information] (DHHS)
Subject: Further - FOR DHHS APPROVAL - AHS Stamford Guest Room x 212 Pathogen Clean from 29 June
Attachments: Interim - Procedure for cleaning quarantine and quarantine positive hotels 25062020.docx, RE: Stamford

Hi Pam,

Thanks for following up.

Further to your email below, there are still a number of outstanding matters.

Question - Newly released DHHS cleaning standards – advice to hotels

The newly released DHHS cleaning procedures recently are approved by the Deputy CHO. While all hotels have a copy of these procedures, only one has received any briefing on it from DHHS – Stamford. Hotels will not be able to implement these procedures until DHHS has trained hotel staff and PPE is available. This is because all previous responses to DJPR and hotels when asked about cleaning standards for hotels, was that the general advice on the DHHS website for non-medical settings was sufficient.

As such, **can you please confirm** that DHHS agrees that until the procedures are reissued and hotels are trained, previous cleaning protocols remain unchanged as per hotel contracts; this being:

- hotels to arrange all cleaning except infection cleans, and State Government will arrange cleaning of covid positive guest rooms.
- DHHS have now advised the AHS cleaning protocols meet DHHS standards for 'Pathogen Cleans' and AHS will be engaged for covid cleans required until 30 June. DHHS will need to approve all future engagements from 1 July.

Until this is clarified, hotels remain unclear about the new expectations.

Note - Approach for Stamford

As per current hotel contract, we have arranged AHS to provide Pathogen Cleans for 12 covid positive rooms on Monday 29 June. DHHS approved the AHS cleaning protocols last week.

All other used guest rooms remain uncleaned until this issue of the new cleaning standards are resolved, noting the hotel is essentially offline until staff can return from quarantine on 2 July. The issue of how to clean these remaining rooms is not resolved.

We have provided Stamford Hotel with the interim procedure and asked the hotel to put this to their subcontractors to assess whether they can undertake "Pathogen-level Surface Disinfections". Stamford has already confirmed housekeeping can't do steam cleaning.

Note - To progress newly released DHHS cleaning standards

Hotel staff have not previously been required to do Pathogen Disinfections (see attached email from Stamford setting out their current Deep Clean reqs). This is in line with their current contracts, and something for DHHS to consider around future arrangements from 1 July.

DJPR has now asked the hotels to scope & cost whether their cleaning staff can do this type of clean. This may bring down costs for cleaning the non-COVID rooms. At this stage it appears most hotels cannot do this inhouse, but we will have full response by Tuesday. In addition, hotels may wish to discuss with DHHS if this meets the current contract arrangements, any cost sharing required, and of course training and additional PPE.

If hotels cannot manage this type of clean then a contractor will need to be engaged - either AHS or AMC (as DHHS has only recently not approved IKON's method of fogging).

Some further questions regarding the cleaning standard required:

1. What/which fabrics must be steam cleaned for non-COVID guest rooms?

- Table 2 in the Interim Procedure dated 25 June 2020 only clarifies what fabrics must be steam cleaned for confirmed COVID-19 cases; It does not specify non-confirmed fabrics that are required to be steam-cleaned.

2. Procurement:

- The only Pathogen cleaning contractors with standards meeting DHHS requirements are AHS or AMC Cleaners.
- DHHS did not approve IKON as meeting the new requirements.
- DHHS was provided with the procurement documents for AMC cleaners. AMC's rates are over \$400 per room.

3. Cost reductions by breaking up services

The new cleaning requirements can be broken down in two discrete services:

1. Pathogen level cleans
 2. Steam cleaning
- The significant increase in cost/time is mainly due to **steam cleaning**. It may be possible to seek quotes from bigger steam cleaning companies to come in and undertake that part of the clean if housekeeping is able to train up and do the Pathogen-level cleans. Please advise what you would like us to do here.

I look forward to your advice.

Thanks
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions

Personal Information

Personal Information

Personal Information

@agriculture.vic.gov.au

djpr.vic.gov.au

From: Pam Williams (DHHS) Personal Information <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>
Sent: Friday, 26 June 2020 5:46 PM
To: Rachaele E May (DJPR) Personal Information <[\[redacted\]@agriculture.vic.gov.au](mailto:[redacted]@agriculture.vic.gov.au)>; Merrin C Bamert (DHHS) Personal Information <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>; DJPR COVID Accom-Lead (DJPR) <[\[redacted\]@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>
Cc: Personal Information (DHHS) <[\[redacted\]@vahi.vic.gov.au](mailto:[redacted]@vahi.vic.gov.au)>; Kait K McCann (DJPR) Personal Information <[\[redacted\]@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>; Personal Information <[\[redacted\]@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>; Personal Information (DHHS) <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>; Personal Information (DHHS) <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>
Subject: RE: FOR DHHS APPROVAL - AHS Stamford Guest Room x 212 Pathogen Clean from 29 June

I have had discussions with our IPC Cell relating to the cleaning issues. The protocol is being revised to reflect the understanding of prevalence of infection within hotel quarantine and our processes for moving positive cases elsewhere.

However, where there is an outbreak with an unclear cause such as the Stamford, it is appropriate at this time to undertake the proposed clean as per the protocol with a focus on the use of a combined cleaning agent (disinfectant and detergent) and specific cleaning of soft furnishings.

I am however concerned that the quote provided is excessive. As there is more than one cleaning company, can I suggest that you ask for another quote including a shorter timeframe to get the hotel running again.

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services

Personal Information <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>
www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: Rachaele E May (DJPR) Personal Information <[\[redacted\]@agriculture.vic.gov.au](mailto:[redacted]@agriculture.vic.gov.au)>
Sent: Friday, 26 June 2020 10:18 AM
To: Merrin Bamert (DHHS) Personal Information <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>; Pam Williams (DHHS) Personal Information <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>
Cc: Personal Information (DHHS) <[\[redacted\]@vahi.vic.gov.au](mailto:[redacted]@vahi.vic.gov.au)>; Kait McCann (DEDJTR) Personal Information <[\[redacted\]@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>; Personal Information (DEDJTR) <[\[redacted\]@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>; Kait McCann (DEDJTR) Personal Information <[\[redacted\]@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>
Subject: FOR DHHS APPROVAL - AHS Stamford Guest Room x 212 Pathogen Clean from 29 June
Importance: High

Hello,

Please be aware of the timeframes for implementing the new cleaning procedures. 11 days minimum to flip a hotel after exit.

You will need to consider adding extra properties to your portfolio to allow for this time of hotels offline.

Note also under these procedures only a few hotels will be able to conduct guest room exit cleans – we are confirming the exact number today but it is likely only 2-3 hotels can do this in house, and so this cost will be borne by DHHS on each exit.

The invoice for the Stamford clean will be directed to DHHS as the costs will be incurred after 1 July.

We are seeking DHHS approval on the infection standards, but I also require your approval to proceed, as DHHS will be managing the hotel and cleaning contracts and costs from 1 July.

If you could please confirm and we will proceed.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information @agriculture.vic.gov.au

djpr.vic.gov.au

From: Personal Information (DJPR) Personal Information @ecodev.vic.gov.au
Sent: Friday, 26 June 2020 9:46 AM
To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au; Personal Information (DHHS) Personal Information @safercare.vic.gov.au
Cc: Rachaele E May (DJPR) Personal Information @agriculture.vic.gov.au; Tim Sullivan (DJPR) Personal Information @global.vic.gov.au; Donna Findlay (DJPR) Personal Information @ecodev.vic.gov.au; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au
Subject: FOR DHHS APPROVAL - AHS Stamford Guest Room x 212 Pathogen Clean from 29 June
Importance: High

Hi Personal Information

I seek your urgent **Approval** of the preferred AHS cleaning option for the Stamford Hotel Guest Room Pathogen clean planned to commence Monday 29/6.

One quote includes cleaning through the weekend - the other is only for weekdays.

I have adjusted rates at tab 2 from the original following discussions with Person at Stamford regarding when hotel cleaning staff can assist and guest room specifications (eg - they include kitchenettes which incur higher rates). Crockery can be disinfected in the dish washing machines within each guest room.

Person confirms that hotel cleaning staff are responsible for clearing linens and rubbish left in hallway by contractors and restocking the rooms after cleans.

Option 1: Weekday only clean - Duration **15 days** (Hotel ready by **Tue 14-Jul**) - Total est. **\$ \$77,667**

Option 2: Weekend + Weekdays: Duration: **11 days** (Hotel ready by **Fri 10 Jul**) - Total est. **\$ \$82,807**

Please let me know urgently which option is approved and I will book and arrange pre-planning discussions with Person and AHS.

Alternatively, please let me know if this contract is to be managed by a DHHS officer, and I can liaise with them accordingly.

Kind regards,

Personal Information

Senior Integrity, Compliance and Governance Officer | Ministerial and Portfolio Services

Department of Jobs, Precincts and Regions

Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

Personal Information

Personal Inform

@ecodev.vic.gov.au

djpr.vic.gov.au



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Personal Informati

Senior Integrity, Compliance and Governance Officer | Ministerial and Portfolio Services

Department of Jobs, Precincts and Regions

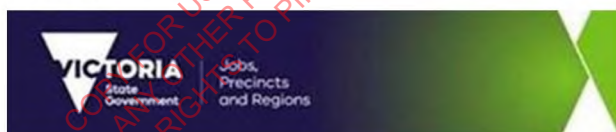
Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

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From: DJPR COVID Accom-Support (DJPR)

Sent: Thursday, 25 June 2020 4:19 PM

To: Rachaele E May (DJPR) [Personal Information] <[redacted]@agriculture.vic.gov.au>; Tim Sullivan (DJPR) [Personal Information] <[redacted]@global.vic.gov.au>

Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Donna Findlay (DJPR) [Personal Information] <[redacted]@ecodev.vic.gov.au>; [Personal Information] (DJPR) [Personal Information] <[redacted]@global.vic.gov.au>

Subject: FOR DJPR APPROVAL - RE: Stamford vacating - Urgent request for quote

Hi All,

[Personal Information] of AHS Hospitality has provided an updated Quote for pathogen-level cleans of all Stamford Plaza hotel rooms to commence **Monday 29/6** (Tab 1) of the attached.

I came up with an adjusted Quote (Tab 2) following discussions with [Person] the GM of Stamford on usual staff duties (eg clearing linens and rubbish left in hallway by Contractors) from 5 July, and on the basis that 97% of rooms have kitchenettes which incurs a higher rate.

Option 1: Weekday only clean - Duration 15 days (Hotel ready by Tue 14-Jul) - Total est. \$ 79,585

Option 2: Weekend + Weekdays: Duration: 11 days (Hotel ready by Fri 10 Jul) - Total est. \$ 86,164

Please let me know which option is approved and I will book and arrange pre-planning discussions with [Person] and AHS.

Kind regards,

[Personal Information]

Senior Integrity, Compliance and Governance Officer | Ministerial and Portfolio Services

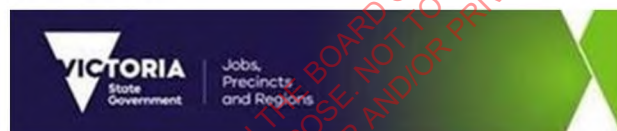
Department of Jobs, Precincts and Regions

Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

[Personal Information]

[Personal Information] <[redacted]@ecodev.vic.gov.au>

djpr.vic.gov.au



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From: [Personal Information] <[redacted]@ahshospitality.com.au>

Sent: Thursday, 25 June 2020 3:17 PM

To: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>

Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; [Personal Information] <[redacted]@ahshospitality.com.au>

Subject: RE: Stamford vacating - Urgent request for quote

Hi [Personal Information]

Please find attached the estimate to clean 214 rooms as requested below.

I have calculated 2 options.

Option 1 we clean including the weekend and Option 2 we clean only on weekdays.

Please let me know if I can clarify anything for.

I will be out of the office for couple hours moving the equipment from Stamford to Novotel, but you can get my on my mobile.

Kind Regards,

Personal Information

Personal Information

General Manager VIC & TA
S

Personal Information

Personal Information

@ahshospitality.com.a

[u](#)

From: DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>

Sent: Thursday, 25 June 2020 9:57 AM

To: Personal Information <@ahshospitality.com.au>

Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>; Personal Information

Personal Information <@ahshospitality.com.au>

Subject: RE: Stamford vacating - Urgent request for quote

Hi Personal Information

Can you provide an estimate of the **time** it would take to Pathogen Clean **214** rooms on non-penalty days and \$277 rate?

This also does not include cleaning crockery or linens (but does include transport from rooms to designated locations).

PPE equipment will be provided by us.

Kind regards,

Personal Information

Senior Integrity, Compliance and Governance Officer | Ministerial and Portfolio Services

Department of Jobs, Precincts and Regions

Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

Personal Information

Personal Information <@ecodev.vic.gov.au>

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From: Personal Information <Personal Information@ahshospitality.com.au>
Sent: Wednesday, 24 June 2020 3:38 PM
To: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Cc: Personal Info (DHHS) <Personal Info@dhhs.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Personal Information (DHHS) <Personal Information@dhhs.vic.gov.au>; Personal Information <Personal Information@ahshospitality.com.au>; Personal Information <Personal Information@ahshospitality.com.au>
Subject: RE: Stamford vacating - Urgent request for quote

Hi Personal I

As discussed, please find attached pricing and scope of tasks.

As I mentioned, we call it **Pathogen clean** in rooms that has had COVID-19 positive people. This clean involves pressurised steam clean on bathroom and all soft furnishing. All hard surfaces disinfected with TGA approved chemical. We have estimated that standard hotel rooms takes 2hrs with 2 people to complete. This is pending on how much soft furnishing is in the room.
 ei: chairs, sofas, number of beds, cots, bed heads ect.

We complete **Deep Clean** on all other rooms with no positive cases. Scope attached, all surfaces disinfected with TGA approved chemical, but not pressure steam cleaned.

Hope this helps.

Kind Regards,

Personal Information

General Manager VIC & TA
S

Personal Information

Personal Information <[ahshospitality.com.a](mailto:Personal Information@ahshospitality.com.au)>

[u](#)

From: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Sent: Wednesday, 24 June 2020 3:03 PM
To: Personal Information <[ahshospitality.com.au](mailto:Personal Information@ahshospitality.com.au)>
Cc: Personal Info (DHHS) <Personal Info@dhhs.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Personal Information (DHHS) <Personal Information@dhhs.vic.gov.au>; Personal Information

Personal Info

[@ahshospitality.com.au](mailto:ahshospitality.com.au)>**Subject:** RE: Stamford vacating - Urgent request for quote**Importance:** High

Hi Personal Inf

Apologies for the multiple requests - in addition to the below:

Can you urgently provide a separate quote for the deep clean of **173** guest bedrooms at the Stamford Plaza Hotel commencing Monday 29 June, including:

- breakdown of tasks
- approximate time period required for the clean?

Kind regards,

Personal Information

Senior Integrity, Compliance and Governance Officer | Ministerial and Portfolio Services

Department of Jobs, Precincts and Regions

Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

Personal Information

Personal Informa [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)djpr.vic.gov.au
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From: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Sent: Wednesday, 24 June 2020 1:36 PM**To:** Personal Information [@ahshospitality.com.au](mailto:ahshospitality.com.au)>**Cc:** DJPR COVID Accom-Operations (DJPR) <DJPRcovidaccom-operations@ecodev.vic.gov.au>**Subject:** RE: Stamford vacating

Hi Personal Inf

Can you provide us with a revised quote for the Stamford cleaning for this week?

Kind regards,

Personal Information

Senior Integrity, Compliance and Governance Officer | Ministerial and Portfolio Services

Department of Jobs, Precincts and Regions

Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

Personal Information

Personal Inform

@ecodev.vic.gov.audjpr.vic.gov.au

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From: Personal Information

@ahshospitality.com.au>

Sent: Wednesday, 24 June 2020 11:59 AM

To: DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>

Cc: Personal Information

@ahshospitality.com.au>;

Personal Information

Personal Information @ahshospitality.com.au>

Subject: FW: Stamford vacating

Hi Personal Inform

Please see below.

There has been request to have person disinfecting the lift, luggage trolleys corridors after each room has departed.

This would mean additional labour to be deployed for both hotel towers.

Could you please confirm that this is OK to proceed.

Regards,

Personal Information

General Manager VIC & TA

Personal Information

Personal Information

@ahshospitality.com.a[u](#)

From: Personal Information

@ahshospitality.com.au>

Sent: Wednesday, 24 June 2020 11:18 AM

To: Personal Information

@ahshospitality.com.au>

Subject: Stamford vacating

Personal Information the Nurse Team Leader requested we wipe luggage trollies, lifts, corridors after guest leave, which commences 0500 tomorrow.

Personal Information AO ,requested we start also 0500.

Please confirm and advise.

Thanks

Personal Information

Operations Manager VI
C

Level 16, 570 Bou , Melbour VI 300
rke St ne C 0

Personal Information

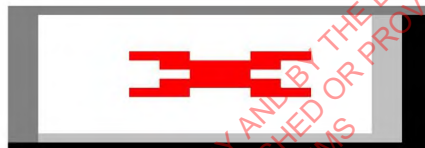
Personal Info @ahshospitality.com.au

[ahshospitality.com.a](http://ahshospitality.com.au)

[u](#)



We acknowledge and pay our respects, to the Aboriginal and Torres Strait Islander people past, present and emerging, whose land we stand upon today. Chandler Macleod Group partners with the traditional custodians of this land, to Unleash Potential.



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Hotel Quarantine Response

Advice for cleaning requirements for hotels who are accommodating quarantined, close contacts and confirmed COVID-19 guests

Last updated: 25 June 2020

Background

Operation Soteria manages the mandatory quarantine of international arrivals, diagnosed persons and close contacts who are self-isolating at a hotel to reduce the potential spread of coronavirus (COVID-19). To reduce the risks of transmission of COVID-19 within the hotels, guests confirmed as COVID-19 positive will be moved from their allocated quarantine hotel and accommodated in quarantine 'positive' hotels.

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

To protect all staff, contractors and guests in Operation Soteria program from the risk of exposure to COVID-19, appropriate cleaning and disinfection measures are required. A combination of cleaning and disinfection is most effective in removing the COVID-19 virus. To meet these requirements:

- Daily cleaning – common areas in quarantine and quarantine positive hotels will have their frequently touched surfaces cleaned twice daily and all floor surfaces will be cleaned once a day.
- Exit deep clean and disinfection – clean and disinfection of hotel rooms that have accommodated quarantined, close contacts and confirmed COVID-19 positive guest(s) will be performed as soon as the guest(s) has physically left the hotel room.
- Terminal clean (winding up of the hotel quarantine program) – when the hotel is ceased being used as a quarantine hotel, a final deep clean and disinfection of all hotel rooms and communal areas that were assigned and used for quarantine purposes will occur.

Cleaning and disinfection

Cleaning means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.

Disinfection means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.

Cleaning should be performed by environmental service staff who have been appropriately trained and is in line with their position/role description.

Recommended cleaning and disinfection products

Cleaning with a chlorine-based product (three-step-clean)

Cleaning of surfaces must be undertaken first with a neutral detergent and water prior to disinfection of surfaces.

Disinfection with a chlorine-based product following the manufacturer's instructions or made using the chlorine dilutions calculator (see Table 1) to achieve a 1000ppm dilution should be used. Note that prediluted bleach solutions lose potency over time and on exposure to sunlight and as such needs to be made up fresh daily.

Household bleach comes in a variety of strengths. The concentration of active ingredient – hypochlorous acid – can be found on the product label.

If using a cleaning and disinfection process, after cleaning surfaces with a neutral detergent, apply the bleach solution using disposable paper towels or a disposable cloth. Ensure surfaces remain wet for the specified contact time. Wipe the disinfectant off surfaces to prevent damage.

Table 1: Chlorine dilutions calculator to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Alternative cleaning and disinfection products (two-step-clean)

Only listed cleaning disinfectant products that are effective against SARS-CoV-2 virus that have been registered on the Australian Register of Therapeutic Goods (ARTG) are to be used. A list of ARTG products are available on the Therapeutics Goods Administration website; <https://www.tga.gov.au/disinfectants-use-against-covid-19-artg-legal-supply-australia>

Disinfectant solutions should be applied using a cloth or wipe. This can be achieved by using a ready to use detergent/disinfectant wipe product or applying a cleaning disinfection solution to a cloth then wiping over the surface to be disinfected. It is not recommended to use fogging or a spray to disinfect.

All disinfectant cleaning products need to be applied for the specified contact time, as per manufactures' instructions, before the product is removed.

If using a combined detergent/disinfection wipe, clean the surface, leave for the required contact time, then wipe using a damp cloth.

For information on cleaning equipment, personal protective equipment (PPE), laundry and waste management please see relevant sections below.

Regardless of the product used, it is vital that sufficient contact time is allowed. Refer to the manufacturer's instruction for such information. If no time is specified, leave for 10 minutes.

Surfaces that are unable to be cleaned with a chlorine-based product or disinfectant product from the ARTG list should follow the guidance in Table 2.

Table 2: Recommended cleaning procedure by surface type (adapted from SafeWork Australia – COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Any Surface	Method
Soft plastics	Detergent + Disinfectant ¹
Hard plastics	Detergent + Disinfectant
Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)	Detergent + Disinfectant* *uncoated steel is more susceptible to rust when disinfected with bleach. After contact time is complete, there is a need to wipe off the disinfected metal surface with water.
Painted metal surfaces	Detergent + Disinfectant
Wood	Detergent + Disinfectant
Laminate	Detergent + Disinfectant
Glass	Detergent + Disinfectant
Concrete (polished)	Detergent + Disinfectant
Concrete (rough)	Detergent + Disinfectant
Leather	Clean and disinfect according to manufacturer's recommendations
Fabric (for confirmed COVID-19 cases and transiting passenger hotel rooms – mattresses, carpet, window and room furnishings)	Remove dirt or soil with warm water and detergent then steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent
Fabric – common areas (e.g. for confirmed cases access to exercise, medical treatment, evacuation, rooms and includes carpet, window and chairs in hallways, lifts, common areas and PPE change rooms)	Vacuum with a vacuum cleaner that contains a HEPA filter Damp dust + Detergent

¹Cleaning and disinfection can be performed using a three-step-clean with a chlorine-based product or two-step process using a combined detergent and disinfectant wipe.

How to clean and disinfect

Cleaning contractors are responsible for training staff on how to use cleaning equipment and products and how to appropriately clean and disinfect surfaces in line with this procedure.

- Wear appropriate personal protective equipment as outlined in the Personal Protective Equipment (PPE) section below.
- Thoroughly clean surfaces using detergent (soap) and water. Wipe over surfaces using a TGA COVID-19 approved detergent disinfectant wipe.
- Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing (see Cleaning equipment).
- Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.
- Wipe disinfectant off surfaces with a damp cloth to prevent damage.
- Remove and discard PPE after each clean into a leak proof plastic bag. Avoid touching the face with gloved or unwashed hands.
- Wash hands with soap and water and dry or use and alcohol-based hand rub immediately after removing gloves.

Personal Protective Equipment (PPE)

Cleaning contractors are responsible to ensuring staff are trained on how to wear PPE in accordance with DHHS PPE donning and doffing protocols (see [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>).

Always follow the manufacturer's advice regarding what PPE should be used for cleaning products such as detergents and disinfection solutions. This may include the use of gloves, apron and eye protection.

Refer to Table 3 for required PPE to clean communal areas, confirmed COVID-19 guest rooms and quarantined/close contact guest rooms in quarantine and quarantine positive hotels.

Table 3: PPE requirements for the different types of cleaning in quarantine positive and quarantine hotels

Type of clean	Cleaning solution ¹	Mask	Gown	Gloves	Eye protection	PPE changed	Waste
Daily cleaning of communal areas	Detergent Disinfectant	No	Yes – consider wearing an apron if cleaning product will damage clothing	Yes	No	PPE to be discarded/changed after cleaning each communal area. <ul style="list-style-type: none"> • Bathrooms • Kitchen area • Staff rooms • Shared lounge area • Other as identified following onsite visit 	Clinical waste
Exit deep clean and disinfection of guest room	Detergent Disinfectant	Yes	Yes	Yes	Yes	PPE to be removed and discarded into waste bin before exiting room	Clinical waste
Terminal clean (guest rooms and communal areas)	Detergent Disinfectant	Yes	Yes	Yes	Yes	PPE to be removed and discarded into waste bin at completion of the terminal clean	Clinical waste

¹ For cleaning requirements for particular types of surfaces refer to Table 2

Where possible disposable PPE should be used as such gloves, gowns, masks and eye protection.

PPE should be changed after performing an exit discharge clean and disinfection of a guest room, after completing a clean of each communal area (i.e. bathrooms, kitchen areas, staff areas, shared lounge areas), and before going on a break. In addition, gloves should be changed when they are damaged or visibly soiled.

Cleaning equipment

Where possible, disposable cleaning equipment should be used, such as cleaning cloths, mops and PPE i.e. gloves, gowns, masks and eye protection.

A fresh cloth and mop to be used for each room where an exit deep and disinfection is completed and for each communal area, for example, kitchen, bathroom, lounge.

All disposable cleaning equipment should be placed into a tied, leak proof plastic bag and disposed of in the appropriate clinical waste stream.

All reusable equipment (i.e. cloths and mops) should be placed into a bag to be transported to the laundry. Reusable cloths and mops are to be laundered separately from other cleaning equipment on the hottest wash cycle before re-use and allocated to only be used at the quarantine or quarantine positive hotel.

Reusable gloves are to be washed in hot water and dried and only be used at the quarantine or quarantine positive hotel.

Re-useable equipment such as vacuum cleaners, buckets, steam cleaners should be cleaned and disinfected after each room and communal area and stored at the quarantine or quarantine positive hotel site, separate from other cleaning equipment.

Ensuring workplace safety

When cleaning on or around electrical equipment/fittings, isolate electrical equipment and turn off power source if possible before cleaning with liquids.

Read the label for the detergent or disinfectant and follow the manufacturer's recommendations.

Obtain a copy of the Safety Data Sheet (SDS) for the detergent or disinfectant and become familiar with the contents.

Wear the appropriate PPE that is identified on the label and the Safety Data Sheet.

Cleaning requirements for quarantine and quarantine positive hotels

The following cleaning schedules should be followed for hotel floors that are accommodating quarantined, close contact and confirmed COVID-19 guests (see Table 4).

A clear process should be in place to direct cleaning staff to the type of cleaning required for communal and exit hotel room cleaning.

It is recommended that all hotels should remove all soft furnishings (chairs, desks, tables, lamps) in hallways to allow guests unimpeded access for exercise, medical treatment and evacuation and so the items are not touched and contaminated unnecessarily.

Daily cleaning of communal areas in quarantine and quarantine positive hotels

The following actions should generally be taken every day.

- Carpets in common areas of quarantine and quarantine positive hotels are to be vacuumed with a vacuum cleaner that contains a HEPA filter.
- Laminate, concrete and/or tile flooring in common areas of quarantine and quarantine positive hotels are to be mopped with a detergent and disinfectant solution daily.
- Clean and disinfect all frequently touched surfaces in all common areas twice daily (see Table 4).
- Visibly dirty surfaces may require additional cleaning.

Table 4: General cleaning recommendations for frequently touched surfaces (adapted from SafeWork Australia, COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Item ¹	Communal area Twice daily cleaning	Exit deep clean
Alcohol-based hand sanitiser dispenser	Twice daily	Yes
Bath	-	Yes
Call bell / doorbell	Twice daily	Yes
Carpet (Soft floor)	Daily (unless visibly soiled)	Yes
Ceiling	Spot cleaned	Spot cleaned
Chairs - non-upholstered (e.g. plastic chairs, wooden chairs, other non-padded chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Chairs - upholstered (e.g. fabric padded chairs, sofas, office chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Cleaning Equipment	Yes – after use	Yes
Clipboard / Folders	Twice daily	Yes
Computer, Keyboard, Mouse	Twice daily	Yes
Headsets		Yes
Curtains and Blinds	Spot clean	Yes
Door frames	Daily	Yes
Doorknob / handles	Twice daily	Yes
Drinking Fountains	Twice daily	Yes
Elevator buttons	Twice daily	Yes
Floor (non-slip vinyl)	Daily	Yes
Floor (polished concrete)	Daily	Yes
Fridges	Daily	Yes
Handrails, stair rails	Twice daily	Yes
Keys and locks and padlocks	Twice daily	Yes
Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)	Daily	Yes
Light and power point switches	Twice daily	Yes
Lights/lighting	Twice daily	Yes
Microwave	Daily	Yes
Push/pull doors (with and without a push plate)	Twice daily	Yes
Remote controls	Twice daily	Yes
Shelves (and items on shelves)	Daily	Yes
Shower	Daily	Yes
Sink (hand washing & kitchen)	Twice daily	Yes
Tables / desks	Twice daily	Yes
Telephone	Twice daily	Yes
Toilet	Twice daily	Yes
Toilet doors and locks	Twice daily	Yes
TV	Daily	Yes
Vending Machines	Daily	Yes
Walls	Spot clean	Yes
Windows / ledges	Weekly	Yes
Window frames (sliding servery window types)	Twice daily	Yes

¹Other frequently touched surfaces may be identified during an initial walk through that will need to be added to this list.

Exit deep clean and disinfection of all guest rooms

All rooms that have accommodated a quarantined, close contact and confirmed COVID-19 guests should have an exit deep clean and disinfection performed.

All frequently touched surfaces outlined in Table 4 should be cleaned and disinfected.

Soft furnishings or fabric covered items (for example, fabric covered chairs, mattresses or window furnishings) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned

with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Window furnishing may be laundered in accordance with the manufacturer's instructions on the warmest setting possible. The window furnishing should be dried completely before rehangng. Do not shake dirty window furnishings as this may disperse the virus through the air.

Terminal clean and disinfection

A terminal clean and disinfection will be performed when a hotel is no longer designated as a quarantine hotel and once the hotel has been emptied out.

All rooms and communal areas that were used for quarantine purposes should have an exit deep clean performed at the conclusion of the hotel quarantine period.

For communal areas in addition to meeting the daily cleaning requirements all floor surfaces and soft furnishings will be cleaned following the requirements for an exit deep clean and disinfection.

Guest cleaning

There should be a process in place to allow guests to access cleaning equipment and products in order to clean their own rooms, as required.

Management of linen, crockery and cutlery

Laundry

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Crockery and cutlery

Wash crockery and cutlery in a dishwasher on the hottest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Waste management

Quarantine and quarantine positive hotels waste generated from undertaking environmental cleaning should be disposed of in the clinical waste stream.

References

- [Cleaning and disinfecting to reduce COVID-19 transmission: Tips for non-healthcare settings](https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19), 20 March 2020, <https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>
- [Coronavirus \(COVID-19\) – Infection control guidelines](https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines) <https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines>
- [Directions issued by Victoria's Chief Health Officer](https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19) <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>
- [Environmental cleaning and disinfection principles for health and residential care facilities](https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf), Version 3, 13 May 2020. <https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf>
- [Guidance on how to clean and disinfect your workplace](http://www.swa.gov.au) - COVID-19 – Recommended cleaning: Supplementary information, 26 May 2020 <www.swa.gov.au>
- [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>

From: Pam Williams (DHHS)
Sent: Sun, 28 Jun 2020 17:33:37 +1000
To: DJPR COVID Accom-Lead (DJPR); Rachaele E May (DJPR); [Personal Information]
 (DJPR)
Cc: Merrin C Bamert (DHHS)
Subject: FW: URGENT: Finalised cleaning protocol required asap for Hotel
 Quarantine
Attachments: Interim - Procedure for cleaning quarantine and quarantine positive hotels
 28062020.docx

Rachaele
As discussed.

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services
 [Personal Information] @dhhs.vic.gov.au
www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Sent: Sunday, 28 June 2020 5:20 PM
To: Pam Williams (DHHS) [Personal Information] @dhhs.vic.gov.au>; [Personal Information] (DHHS)
 [Personal Information] @dhhs.vic.gov.au>; Euan Wallace (DHHS) [Personal Information] @safecare.vic.gov.au>
Cc: Merrin Bamert (DHHS) [Personal Information] @dhhs.vic.gov.au>; [Personal Information] (DHHS)
 [Personal Information] @dhhs.vic.gov.au>; [Personal Information] (DHHS)
 [Personal Information] @dhhs.vic.gov.au>
Subject: RE: URGENT: Finalised cleaning protocol required asap for Hotel Quarantine

Dear Pam

Thank you for sharing the detailed report re incidence of guests who screen positive for COVID-19, it is very informative

We acknowledge the low proportion (0.75%) of guests who have had a positive COVID-19 test result and have adjusted the cleaning protocol accordingly.

It is interesting that around 50% of cases reported in table 2 were asymptomatic at the time of their test and their travel origin was from the Asian sub-continent; Bangladesh, Pakistan, Afghanistan and India. It would be interesting to know the demographics of guests who have declined to be tested to gain an understanding of any potential risk factors that may prompt a further encouraging conversation.

Interim cleaning procedure for quarantine and quarantine positive hotels.

- [Personal Information] has reviewed and approved the attached interim cleaning procedure for quarantine and quarantine positive hotels
- Once you have approved the amended document it will be saved as the final version
- Key change was to have four cleaning categories;
 1. Daily cleaning – common areas in quarantine and quarantine positive hotels will have their frequently touched surfaces cleaned and disinfected twice daily and all floor surfaces will be cleaned once a day.

2. Exit deep clean and disinfection (pathogen clean) – clean and disinfection of hotel rooms including steam clean of soft furnishings (COVID-19 positive guests).
 3. Exit clean and disinfection – clean and disinfect using a detergent/disinfectant wipe and spot clean soft furnishings (close contacts and quarantine guests)
 4. Outbreak clean and disinfection – when the hotel has been identified to have had a cross infection between guests and staff or unidentified source of transmission to staff and/or guests, a final deep clean and disinfection of hotel rooms and communal areas that were assigned and used for quarantine purposes will occur.
- It was noted that the cluster of COVID-19 infections linked to the Stamford Hotel has an unknown source and therefore it was planned to have an outbreak clean and disinfection.

Fogging

It is not recommended to use disinfectant fogging for general use against COVID-19 as it can introduce work health and safety risks. Worksafe Australia state that fogging should not be undertaken as a response to, or as an element of, a response to contamination of an area with COVID-19.

Anecdotally, we have found that cleaning companies are inappropriately using the fogging technique i.e. disinfecting before cleaning and that appropriate safety precautions are not being followed leading to reports of skin and eye irritation.

-

Room settling

We spoke about 'room settling' as a potential risk reduction strategy and reducing the need to clean and disinfect guest rooms. That is a room is closed and not used for a period of up to 4 days.

A high level scan identified that none of the national, state or international COVID-19 guidelines recommend using this technique in place of cleaning and disinfecting rooms or shared equipment.

I hope that this updated procedure reflects the agreed way forward

Regards

Personal Information

Senior policy officer
Infection prevention and control (IPC) cell
COVID-19 public health division
Department of health and human services

Personal Information

Personal Information [@safercare.vic.gov.au](mailto:safercare.vic.gov.au)

W safercare.vic.gov.au

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Hotel Quarantine Response

Advice for cleaning requirements for hotels who are accommodating quarantined, close contacts and confirmed COVID-19 guests

Last updated: 28 June 2020

Background

Operation Soteria manages the mandatory quarantine of international arrivals, diagnosed persons and close contacts who are self-isolating at a hotel to reduce the potential spread of coronavirus (COVID-19). To reduce the risks of transmission of COVID-19 within the hotels, guests confirmed as COVID-19 positive will be moved from their allocated quarantine hotel and accommodated in quarantine 'positive' hotels.

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

To protect all staff, contractors and guests in Operation Soteria program from the risk of exposure to COVID-19, appropriate cleaning and disinfection measures are required. A combination of cleaning and disinfection is most effective in removing the COVID-19 virus. To meet these requirements:

- (a) Daily cleaning – common areas in quarantine and quarantine positive hotels will have their frequently touched surfaces cleaned and disinfected twice daily and all floor surfaces will be cleaned once a day.
- (b) Exit deep clean and disinfection (pathogen clean) – clean and disinfection of hotel rooms that have accommodated confirmed COVID-19 positive guest(s) will be performed as soon as the guest(s) has physically left the hotel room.
- (c) Exit clean and disinfection – clean and disinfect hotel rooms that have accommodated close contact and quarantined guest(s) will be performed when the guest(s) has physically left the hotel.
- (d) Outbreak clean and disinfection – when the hotel has been identified to have had a cross infection between guests and staff or unidentified source of transmission to staff and/or guests, an exit deep clean and disinfection of hotel rooms and communal areas that were assigned and used for quarantine purposes will occur.

Cleaning and disinfection

Cleaning means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.

Disinfection means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.

Cleaning should be performed by environmental service staff who have been appropriately trained and is in line with their position/role description.

Recommended cleaning and disinfection products

Cleaning with a chlorine-based product (three-step-clean)

Cleaning of surfaces must be undertaken first with a neutral detergent and water prior to disinfection of surfaces.

Disinfection with a chlorine-based product following the manufacturer's instructions or made using the chlorine dilutions calculator (see Table 1) to achieve a 1000ppm dilution should be used. Note that prediluted bleach solutions lose potency over time and on exposure to sunlight and as such needs to be made up fresh daily.

Household bleach comes in a variety of strengths. The concentration of active ingredient – hypochlorous acid – can be found on the product label.

If using a cleaning and disinfection process, after cleaning surfaces with a neutral detergent, apply the bleach solution using disposable paper towels or a disposable cloth. Ensure surfaces remain wet for the specified contact time. Wipe the disinfectant off surfaces to prevent damage.

Table 1: Chlorine dilutions calculator to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Alternative cleaning and disinfection products (two-step-clean)

Only listed cleaning disinfectant products that are effective against SARS-CoV-2 virus that have been registered on the Australian Register of Therapeutic Goods (ARTG) are to be used. A list of ARTG products are available on the Therapeutics Goods Administration website; <https://www.tga.gov.au/disinfectants-use-against-covid-19-artg-legal-supply-australia>

Disinfectant solutions should be applied using a cloth or wipe. This can be achieved by using a ready to use detergent/disinfectant wipe product or applying a cleaning disinfection solution to a cloth then wiping over the surface to be disinfected. It is not recommended to use fogging or a spray to disinfect.

All disinfectant cleaning products need to be applied for the specified contact time, as per manufactures' instructions, before the product is removed.

If using a combined detergent/disinfection wipe, clean the surface, leave for the required contact time, then wipe using a damp cloth.

For information on cleaning equipment, personal protective equipment (PPE), laundry and waste management please see relevant sections below.

Regardless of the product used, it is vital that sufficient contact time is allowed. Refer to the manufacturer's instruction for such information. If no time is specified, leave for 10 minutes.

Surfaces that are unable to be cleaned with a chlorine-based product or disinfectant product from the ARTG list should follow the guidance in Table 2.

Table 2: Recommended cleaning procedure by surface type (adapted from SafeWork Australia – COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Any Surface	Method
Soft plastics	Detergent + Disinfectant ¹
Hard plastics	Detergent + Disinfectant
Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)	Detergent + Disinfectant* *uncoated steel is more susceptible to rust when disinfected with bleach. After contact time is complete, there is a need to wipe off the disinfected metal surface with water.
Painted metal surfaces	Detergent + Disinfectant
Wood	Detergent + Disinfectant
Laminate	Detergent + Disinfectant
Glass	Detergent + Disinfectant
Concrete (polished)	Detergent + Disinfectant
Concrete (rough)	Detergent + Disinfectant
Leather	Clean and disinfect according to manufacturer's recommendations
Fabric (for confirmed COVID-19 cases and transiting passenger hotel rooms – mattresses, carpet, window and room furnishings)	Remove dirt or soil with warm water and detergent then steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent
Fabric – common areas (e.g. for confirmed cases access to exercise, medical treatment, evacuation, rooms and includes carpet, window and chairs in hallways, lifts, common areas and PPE change rooms)	Vacuum with a vacuum cleaner that contains a HEPA filter Damp dust + Detergent

¹Cleaning and disinfection can be performed using a three-step-clean with a chlorine-based product or two-step process using a combined detergent and disinfectant wipe.

How to clean and disinfect

Cleaning contractors are responsible for training staff on how to use cleaning equipment and products and how to appropriately clean and disinfect surfaces in line with this procedure.

- Wear appropriate personal protective equipment as outlined in the Personal Protective Equipment (PPE) section below.
- Thoroughly clean surfaces using detergent (soap) and water. Wipe over surfaces using a TGA COVID-19 approved detergent disinfectant wipe.
- Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing (see Cleaning equipment).
- Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.
- Wipe disinfectant off surfaces with a damp cloth to prevent damage.
- Remove and discard PPE after each clean into a leak proof plastic bag. Avoid touching the face with gloved or unwashed hands.
- Wash hands with soap and water and dry or use and alcohol-based hand rub immediately after removing gloves.

Personal Protective Equipment (PPE)

Cleaning contractors are responsible to ensuring staff are trained on how to wear PPE in accordance with DHHS PPE donning and doffing protocols (see [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>).

Always follow the manufacturer's advice regarding what PPE should be used for cleaning products such as detergents and disinfection solutions. This may include the use of gloves, apron and eye protection.

Refer to Table 3 for required PPE to clean communal areas, confirmed COVID-19 guest rooms and quarantined/close contact guest rooms in quarantine and quarantine positive hotels.

Table 3: PPE requirements for the different types of cleaning in quarantine positive and quarantine hotels

Type of clean	Cleaning solution ¹	Mask	Gown	Gloves	Eye protection	PPE changed	Waste
Daily cleaning of communal areas	Detergent Disinfectant	No	Yes – consider wearing an apron if cleaning product will damage clothing	Yes ²	No	PPE to be discarded/changed after cleaning each communal area. <ul style="list-style-type: none"> Bathrooms Kitchen area Staff rooms Shared lounge area Other as identified following onsite visit 	Clinical waste
Exit deep clean and disinfection (pathogen clean) of guest room	Detergent Disinfectant	Yes	Yes	Yes	Yes	PPE to be removed and discarded into waste bin before exiting room	Clinical waste
Exit clean and disinfection of guest room	Detergent Disinfectant	No	Yes – consider wearing an apron if cleaning product will damage clothing	Yes ²	No	PPE to be removed and discarded into waste bin before exiting room	General Waste
Outbreak clean (guest rooms and communal areas)	Detergent Disinfectant	Yes	Yes	Yes	Yes	PPE to be removed and discarded into waste bin at completion of the terminal clean	Clinical waste

¹For cleaning requirements for particular types of surfaces refer to Table 2

²Use of gloves for this cleaning is to protect hands from chemicals

Where possible, disposable PPE should be used such as gloves, gowns, masks and eye protection.

PPE should be changed after performing an exit discharge clean and disinfection of a guest room, after completing a clean of each communal area (i.e. bathrooms, kitchen areas, staff areas, shared lounge areas), and before going on a break. In addition, gloves should be changed when they are damaged or visibly soiled.

Cleaning equipment

Where possible, disposable cleaning equipment should be used, such as cleaning cloths, mops and PPE i.e. gloves, gowns, masks and eye protection.

A fresh cloth and mop to be used for each room where an exit deep and disinfection is completed and for each communal area, for example, kitchen, bathroom, lounge.

All disposable cleaning equipment should be placed into a tied, leak proof plastic bag and disposed of in the appropriate clinical waste stream.

All reusable equipment (i.e. cloths and mops) should be placed into a bag to be transported to the laundry. Reusable cloths and mops are to be laundered separately from other cleaning equipment on the hottest wash cycle before re-use and allocated to only be used at the quarantine or quarantine positive hotel.

Reusable gloves are to be washed in hot water and dried and only be used at the quarantine or quarantine positive hotel.

Re-useable equipment such as vacuum cleaners, buckets, steam cleaners should be cleaned and disinfected after each room and communal area and stored at the quarantine or quarantine positive hotel site, separate from other cleaning equipment.

Ensuring workplace safety

When cleaning on or around electrical equipment/fittings, isolate electrical equipment and turn off power source if possible before cleaning with liquids.

Read the label for the detergent or disinfectant and follow the manufacturer's recommendations.

Obtain a copy of the Safety Data Sheet (SDS) for the detergent or disinfectant and become familiar with the contents.

Wear the appropriate PPE that is identified on the label and the Safety Data Sheet.

Cleaning requirements for quarantine and quarantine positive hotels

The following cleaning schedules should be followed for hotel floors that are accommodating quarantined, close contact and confirmed COVID-19 guests (see Table 4).

A clear process should be in place to direct cleaning staff to the type of cleaning required for communal and exit hotel room cleaning.

It is recommended that all hotels should remove all soft furnishings (chairs, desks, tables, lamps) in hallways to allow guests unimpeded access for exercise, medical treatment and evacuation and so the items are not touched and contaminated unnecessarily.

Daily cleaning of communal areas in quarantine and quarantine positive hotels

The following actions should generally be taken every day.

- Carpets in common areas of quarantine and quarantine positive hotels are to be vacuumed with a vacuum cleaner that contains a HEPA filter.
- Laminate, concrete and/or tile flooring in common areas of quarantine and quarantine positive hotels are to be mopped with a detergent and disinfectant solution daily.
- Clean and disinfect all frequently touched surfaces in all common areas twice daily (see Table 4).
- Visibly dirty surfaces may require additional cleaning.

Table 4: General cleaning recommendations for frequently touched surfaces (adapted from SafeWork Australia, COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Item ¹	Communal area Twice daily cleaning	Exit deep clean
Alcohol-based hand sanitiser dispenser	Twice daily	Yes
Bath	-	Yes
Call bell / doorbell	Twice daily	Yes
Carpet (Soft floor)	Daily (unless visibly soiled)	Yes
Ceiling	Spot cleaned	Spot cleaned
Chairs - non-upholstered (e.g. plastic chairs, wooden chairs, other non-padded chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Chairs - upholstered (e.g. fabric padded chairs, sofas, office chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Cleaning Equipment	Yes – after use	Yes
Clipboard / Folders	Twice daily	Yes
Computer, Keyboard, Mouse	Twice daily	Yes
Headsets		Yes
Curtains and Blinds	Spot clean	Yes
Door frames	Daily	Yes
Doorknob / handles	Twice daily	Yes
Drinking Fountains	Twice daily	Yes
Elevator buttons	Twice daily	Yes
Floor (non-slip vinyl)	Daily	Yes
Floor (polished concrete)	Daily	Yes
Fridges	Daily	Yes
Handrails, stair rails	Twice daily	Yes
Keys and locks and padlocks	Twice daily	Yes
Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)	Daily	Yes
Light and power point switches	Twice daily	Yes
Lights/lighting	Twice daily	Yes
Microwave	Daily	Yes
Push/pull doors (with and without a push plate)	Twice daily	Yes
Remote controls	Twice daily	Yes
Shelves (and items on shelves)	Daily	Yes
Shower	Daily	Yes
Sink (hand washing & kitchen)	Twice daily	Yes
Tables / desks	Twice daily	Yes
Telephone	Twice daily	Yes
Toilet	Twice daily	Yes
Toilet doors and locks	Twice daily	Yes
TV	Daily	Yes
Vending Machines	Daily	Yes
Walls	Spot clean	Yes
Windows / ledges	Weekly	Yes
Window frames (sliding servery window types)	Twice daily	Yes

¹Other frequently touched surfaces may be identified during an initial walk through that will need to be added to this list.

Exit deep clean and disinfection for a confirmed COVID-19 case

All rooms that have accommodated a confirmed COVID-19 guests should have an exit deep clean and disinfection (pathogen clean) performed.

All frequently touched surfaces outlined in Table 4 should be cleaned and disinfected.

Soft furnishings or fabric covered items (for example, fabric covered chairs, mattresses or window furnishings) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned

with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Window furnishing may be laundered in accordance with the manufacturer's instructions on the warmest setting possible. The window furnishing should be dried completely before rehangng. Do not shake dirty window furnishings as this may disperse the virus through the air.

Exit clean and disinfection for quarantined or close contacts

All rooms that have accommodated a close contact or quarantined case (that is, that have never had a confirmed COVID-19 test result) should have an exit clean and disinfection performed.

All frequently touched surfaces outlined in Table 4 should be cleaned and disinfected.

Soft furnishings or fabric covered items (for example, fabric covered chairs, mattresses or window furnishings) that are visibly dirty and cannot be washed in a washing machine, should be spot cleaned with warm water and detergent to remove any soil or dirt.

Window furnishings that are visibly dirty may be laundered in accordance with the manufacturer's instructions on the warmest setting possible. The window furnishing should be dried completely before rehangng. Do not shake dirty window furnishings as this may disperse the virus through the air.

Outbreak clean and disinfection

Anterminal outbreak clean and disinfection will be performed when cross infection between guests and staff or an unidentified source of transmission to staff has been identified to have occurred at the hotel.

All rooms and communal areas that were used for quarantine purposes should have an exit deep clean and disinfection performed..

For communal areas in addition to meeting the daily cleaning requirements all floor surfaces and soft furnishings will be cleaned following the requirements for an exit deep clean and disinfection.

Guest cleaning

There should be a process in place to allow guests to access cleaning equipment and products in order to clean their own rooms, as required.

Management of linen, crockery and cutlery

Laundry

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Crockery and cutlery

Wash crockery and cutlery in a dishwasher on the hottest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Waste management

Waste generated from an exit deep clean and disinfection (pathogen clean), communal area cleaning and outbreak cleaning should be placed into the clinical waste stream.

Waste generated from exit deep clean and disinfection should be placed into the general waste stream.

References

- [Cleaning and disinfecting to reduce COVID-19 transmission: Tips for non-healthcare settings](https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19), 20 March 2020, <https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>

- [Coronavirus \(COVID-19\) – Infection control guidelines](https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines) <https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines>
- [Directions issued by Victoria's Chief Health Officer](https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19) <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>
- [Environmental cleaning and disinfection principles for health and residential care facilities](https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf), Version 3, 13 May 2020. <https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf>
- [Guidance on how to clean and disinfect your workplace](http://www.swa.gov.au) - COVID-19 – Recommended cleaning: Supplementary information, 26 May 2020 <www.swa.gov.au>
- [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>

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From: Rachaele E May (DJPR)
Sent: Mon, 15 Jun 2020 14:17:55 +1000
To: [Personal Information]
Cc: DJPR COVID Accom-Support (DJPR)
Subject: RE: Rydges - cleaning required before reopening

Thank you [Personal Information]
 (you spoke to [Personal Information] this morning)

DHHS have advised they would reach out directly to you to arrange a second visit, which I thought was today. I will follow up with them now.

Regards
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information]

[Personal Information]

[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)

djpr.vic.gov.au

From: [Personal Information] <[Personal Information]@evt.com>
Sent: Monday, 15 June 2020 2:12 PM
To: Rachaele E May (DJPR) <[Personal Information]@agriculture.vic.gov.au>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>
Subject: RE: Rydges - cleaning required before reopening

Hi Rachaele,

Please find attached cleaning certificate for the ground floor and public areas.
 I am yet to receive the report for the rooms and spoken to IKON about it.

I had a gentlemen (sorry forgot his name) call me this morning who's working with you wanting to inquire if we needed IKON to return to clean more rooms. I informed him that IKON have finished sanitising all rooms and public areas.

Please advise if infection control would be inspecting the hotel prior to guests returning.

Thanks a lot,

Best regards,

Personal Inform

From: Rachaele E May (DJPR) Personal Information <[@agriculture.vic.gov.au](mailto:Personal Information@agriculture.vic.gov.au)>
Sent: Sunday, 14 June 2020 9:35 PM
To: Personal Information <[@evt.com](mailto:Personal Information@evt.com)>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Re: Rydges - cleaning required before reopening

Fantastic, thanks Persona

I will pass this on to DHHS. We look forward to working with you this week as you welcome your next intake of guests.

Regards
 Rachaele

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From: Personal Information <[@evt.com](mailto:Personal Information@evt.com)>
Sent: Sunday, June 14, 2020 8:03:19 PM
To: Rachaele E May (DJPR) Personal Information <[@agriculture.vic.gov.au](mailto:Personal Information@agriculture.vic.gov.au)>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: RE: Rydges - cleaning required before reopening

Hi Rachaele,

I hope you are well too.

Thanks for sharing the feedback. The hotel was certainly not up to the mark since we closed on 01st June. All my staff were in isolation and hence did not have any staff doing any cleaning. On the last day of operation, we only had 1 staff member at the hotel while there was the whole compliment of Nurses, Security and DHHS staff. Unfortunately no cleaning was done that day.

IKON services sanitised all guestrooms on 04th and 05th June

IKON Services returned and sanitised common areas on 10th June

Just to note that IKON do not clean rooms or public areas,

- Rooms: Remove garbage bags and sanitise rooms
- Public Areas: Sanitise all areas.

After they sanitise, my team goes in, cleans and get it ready to next arrival.

Hotel staff returned back on Fri 12/06 and have cleaned all rooms and public areas to be ready for guest arrivals since Mon 15/06.

- Table surfaces dirty, coffee cup milk rings still present (not stains), food marks present. **All F&B areas have been cleaned and ready to use.**
- Finger marks on many touch surfaces. **Addressed**
- Bathroom mirrors and other surfaces showed no signs of cleaning, still water splash marks on all glass/mirror surfaces. **Addressed**
- Taps show no sign of cleaning. **Addressed**

- Shower floors still dirty, one room with remnants of toilet paper in shower base. **Addressed**
- Hallway had what appeared to be coffee splatter over wall – clearly not wiped down. **Addressed**
- **Cutlery appeared to be used/not cleaned. The pic is from a room that that had checked out. Already cleaned for next arrival.**
- Rubbish still on floor of some rooms. **All rooms cleaned in last 3 days.**

We have a dedicated cleaner to clean all public areas each day. Most of the above are tasks that are covered multiple times each day. Unfortunately we did not have any staff since the last guest departed on 1st June.

We are ready to have guests return to the hotel. Please advise if infection control would like to inspect prior to sending guests across.

I will send you the cleaning certificates from IKON services when I go in tomorrow morning.

Should you have any queries or concerns, please do not hesitate to give me a call. We look forward to have guests return shortly.

Thank you very much.

Best regards,

Personal Information | General Manager | Rydges on Swanston Melbourne
701 Swanston Street, Carlton, VIC, 3053

Personal Information

Personal Information

@evt.com | Web: www.rydges.com/swanston | www.skylineevents.com.au



From: Rachael E May (DJPR) Personal Information | @agriculture.vic.gov.au>

Sent: Sunday, 14 June 2020 4:19 PM

To: Personal Information | @evt.com>

Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>

Subject: Rydges - cleaning required before reopening

Hi Personal Information

I hope you are well.

DHHS have provided us with some feedback from their site inspection by the DHHS infection specialists last week. I have attached a summary of their feedback (I am unable to forward their whole report). In summary, a number of areas appear to need a follow up clean:

- Table surfaces dirty, coffee cup milk rings still present (not stains), food marks present.
- Finger marks on many touch surfaces.
- Bathroom mirrors and other surfaces showed no signs of cleaning, still water splash marks on all glass/mirror surfaces.
- Taps show no sign of cleaning.
- Shower floors still dirty, one room with remnants of toilet paper in shower base.
- Hallway had what appeared to be coffee splatter over wall – clearly not wiped down.
- Cutlery appeared to be used/not cleaned.
- Rubbish still on floor of some rooms.

Photos are attached

DJPR understood that the rooms and general areas had been cleaned and completed as such:

- IKON services cleaned guest rooms and hallways only.
- AMC completed rest of hotel facility.

Can you confirm if this is your understanding, and if the cleaning certificates provided by the cleaning companies to you reflect this.

I have asked DHHS if another deep infectious clean is required. I will let you know their response.

In the meantime, can you please confirm if the hotel has had a general clean since the inspection last week. We will hold off sending in guests until DHHS are satisfied with the cleaning standards.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions

Personal Information

Personal Information

[@agriculture.vic.gov.au](mailto:>@agriculture.vic.gov.au)

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From: Merrin Bamert (DHHS)
Sent: Wed, 17 Jun 2020 13:07:01 +1000
To: DJPR COVID Accom-Lead (DJPR)
Subject: FW: OFFICIAL - Sensitive: Stamford Plaza complex case - EOC Update

FYI

Merrin Bamert

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division

Department of Health and Human Services

Personal Information

Personal Information

@dhhs.vic.gov.au

From: Merrin Bamert (DHHS)

Sent: Wednesday, 17 June 2020 12:45 PM

To: Jason Helps (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) <Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Andrea Spiteri (DHHS) Personal Information @dhhs.vic.gov.au>; Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au>

Cc: Personal Information @vahi.vic.gov.au>

Subject: FW: OFFICIAL - Sensitive: Stamford Plaza complex case - EOC Update

Hi all

We need an urgent meeting regarding how we keep the hotel operational given we will have no hotel staff available for the late shift, what are our options.

As per below, all the hotel staff will be unavailable from this afternoon after the clean as they have been there since 1 June.

We will be talking with Person soon however need a plan

Thanks

merrin

Merrin Bamert

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division

Department of Health and Human Services

Personal Information

Personal Information

Personal Information

@dhhs.vic.gov.au

From: Personal Information (DHHS) Personal Information @vahi.vic.gov.au>

Sent: Wednesday, 17 June 2020 10:22 AM

To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>

Cc: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Brett Sutton (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Jason Helps (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; press (DHHS) <press@dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au>; Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information @dhhs.vic.gov.au>; Braedan Hogan (DHHS) Personal Information @dhhs.vic.gov.au>; Andrea Spiteri (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; DHHS Emergency Communications (DHHS) <em.comms@dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>

Subject: OFFICIAL - Sensitive: Stamford Plaza complex case - EOC Update

Situation

Identification of a case who is a security guard at the Stamford Plaza Hotel – one of the Operation Soteria Hotels

Update/Actions

The EOC have :

- Spoken with the General Manager of the Stamford Plaza Hotel this morning
- Advised the General Manager the Stamford Plaza has been publicly named by the Minister earlier today
- Given the Stamford's rostering structure (5 on / 5 off) they are unlikely to have staff available to operate the hotel post cleaning (scheduled for 1 pm today)
- EOC are working with the Stamford Hotel to explore contingencies to ensure the continued operation of the hotel

Personal Information

Principal Advisor | Operation Soteria
Emergency Operations Centre

On behalf of –

Merrin Bamert

Commander, Operation Soteria, Covid - 19
Director, Emergency Management, Population Health and Health Protection
South Division
Department of Health and Human Services

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Personal Information @dhhs.vic.gov.au

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OFFICIAL: Sensitive**From:****Sent:** Tuesday, 16 June 2020 10:59 PM**To:** [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>

Cc: Brett Sutton (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Jason Helps (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; press (DHHS) <press@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Merrin Bamert (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Pam Williams (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Braedan Hogan (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Andrea Spiteri (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; DHHS Emergency Communications (DHHS) <em.comms@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>

Subject: Stamford Plaza complex case - OMT

Dear [Personal Information]

Situation

We were notified this evening of a case who is a security guard at the Stamford Plaza Hotel – one of the Operation Soteria Hotels

Background

The case became unwell on 15 June and presented for testing at St Vincent's Hospital the same day – the result was notified on 16 June and the case represented to ED at St Vincent's. He has been admitted overnight.

The case has worked as a security guard at the Stamford Plaza during his infectious period on 13 and 14 June. He also worked most days during his acquisition period.

The case reports that a work colleague became unwell a few days ago and has been off work.

The case lives with his wife who is pregnant and 3 children in housing commission accommodation in Fitzroy. His wife is symptomatic. Children attend childcare.

An OMT meeting was convened this evening – Merrin Bamert, Jason Helps, [Personal Information] <[Personal Information]> attended.

- Additional information was provided from the Outbreak Control Squad about IPC concerns at the Stamford Plaza following a visit today. This included concerns around PPE use when escorting residents outside. There have been a number of positive cases detected at the Stamford in recent days.
- An incident was reported at the weekend as a large number of security guards were identified undertaking their handover in a small room with very poor physical distancing. This incident coincides with the date that the case worked.

Assessment

The likely acquisition source for this case is from a positive guest at the Stamford Plaza – either directly, via a contaminated environment or from an as yet unidentified staff case.

Actions

The OMT agreed to the following immediate actions:

1. Full clean of the hotel as soon as possible tomorrow – it was agreed that only staff who have worked in the past three days will be allowed on site to supervise the clean in order to minimise any ongoing risk. Following the clean all staff who have worked since 7 June will be stood down in the first instance and only new staff will be allowed to staff the hotel. This period will be reviewed tomorrow. Merrin Bamert to obtain all staff lists and rosters for this period. All identified close contacts of the case will be quarantined.
2. Arrange testing for all staff who have worked since 1 June – [Personal Information] to support this tomorrow.
3. Provide a letter for all staff who have worked at the hotel since 1 June – [Personal Information] to provide letter to Merrin Bamert for further dissemination. The letter will need to go to all DJPR staff, all DHHS staff, all hotel staff, all nursing/medical staff and all security staff.
4. The outbreak squad will revisit the hotel tomorrow – [Personal Information] to arrange.
5. Merrin Bamert to inform DJPR tonight.
6. Braedon Hogan to contact North East Division to inform them of the housing commission link (but no further actions required at this stage).
7. Media lines to be prepared.
8. Communications for residents of the hotel to be developed in the morning (to go out before any media)
9. Further investigation of the case, his movements, close contacts and exposures tomorrow.

Additional actions – we will ensure that the case's wife and children are quarantined, tested and provide with appropriate support. The case has been offered a room at a hotel following discharge from hospital tomorrow.

Thanks

[Personal Information]

BA MBBS MA MPH PhD FAFPHM

COVID-19 Deputy Public Health Commander (Case, Contact and Outbreak Management)
Health Protection Branch | Regulation, Health Protection and Emergency Management
Department of Health and Human Services [Personal Information]

[Personal Information]

[\[Personal Information\]@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)

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From: DJPR COVID Accom-Support (DJPR)
Sent: Wed, 17 Jun 2020 14:01:21 +1000
To: [Personal Information]
Cc: DJPR COVID Accom-Support (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR); DJPR COVID Accom-Lead (DJPR)
Subject: Confidential: FYI - Quarantine Hotel cleaning update for AHS Hospitality
Attachments: Procedure for cleaning quarantine and quarantine red hotels 16162020_DC & CS.docx

Hi [Personal Information]

I thought I would give you an update on the Quarantine Hotel program in Victoria, especially around contracts and current requirements.

1. Novotel South Wharf – touch point cleaning in am/pm and floor surfaces in common areas daily. This work is likely to reduce as the red hotel moves to the Brady Hotel. Will require COVID hotel room clean of all guest rooms once guests exit (at the moment about 53 rooms). In terms of final clean, I will request what is required from DHHS and get back to AHS.
2. Brady Hotel - touch point cleaning in am/pm and floor surfaces in common areas daily. DHHS are arranging a contract for this work with AHS Hospitality. DHHS team are in no doubt already having these conversations.
3. Stamford Plaza – as discussed with [Personal Information] and he is working on at the moment requires touch point cleaning in the am/pm and floor coverings in the am. This is required until Saturday at the moment but will get back to you if this is to continue.
4. Advice for cleaning COVID positive hotels – I have also included a Department of Health and Human Services document re: Advice for cleaning COVID-19 positive hotels. This document contains great advice on what is required for cleaning. Can you please ensure this advice is implemented.
5. Invoices – can you please ensure all invoices are made out to the: Department of Jobs, Precincts and Regions, Hotel Quarantine Program with the name of the hotel. I will forward these invoices to our finance team for payment. The first invoice can this be updated as this will assist with payment.

Also, thank you [Personal Information] and your AHS team for assisting when required, especially around the Stamford Plaza Hotel cleaning requirements.

If you have any questions, please give me a call.

Regards

[Personal Information]

Project Officer – Accommodation Support
 Operation Soteria
Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information]@agriculture.vic.gov.au
[agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)



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Hotel Quarantine Response

Advice for cleaning requirements for hotels who are accommodating quarantined, close contacts and confirmed COVID-19 guests

Last updated: 16 June 2020

Background

Operation Soteria manages the mandatory quarantine of international arrivals, diagnosed persons and close contacts who are self-isolating at a hotel to reduce the potential spread of coronavirus (COVID-19). To reduce the risks of transmission of COVID-19, guests confirmed as COVID-19 positive will be moved from their allocated quarantine hotel and accommodated in quarantine 'red hotels'.

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

To protect all staff, contractors and guests in Operation Soteria program from the risk of exposure to COVID-19, appropriate cleaning and disinfection measures are required. A combination of cleaning and disinfection is most effective in removing the COVID-19 virus. To meet these requirements:

- (a) Daily cleaning – common areas in quarantine and quarantine red hotels will have their frequently touch surfaces cleaned twice daily and all floor surfaces will be cleaned once a day.
- (b) Exit deep clean – clean and disinfection of hotel rooms that have accommodated COVID-19 positive guest(s), quarantined guest(s), close contact guest(s) or transiting guest(s) will be performed when the guest(s) has physically left the hotel room.
- (c) Exit hotel quarantine program – at the completion of the hotel quarantine program, in addition to meeting the daily cleaning requirements all floor surfaces and soft furnishings in common areas will be cleaned and disinfected.

Cleaning and disinfection

Cleaning means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.

Disinfection means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.

Recommended cleaning and disinfection products

Cleaning of surfaces must be undertaken first with a neutral detergent and water prior to disinfection of surfaces unless a one-step detergent/disinfectant product is used.

Disinfection with a chlorine-based product following the manufacturer's instructions or made using the chlorine dilutions calculator (see Table 1) to achieve a 1000ppm dilution should be used. Note that prediluted bleach solutions lose potency over time and on exposure to sunlight and as such needs to be made up fresh daily.

Household bleach comes in a variety of strengths. The concentration of active ingredient – hypochlorous acid – can be found on the product label.

After cleaning surfaces with a neutral detergent, apply the bleach solution using disposable paper towels or a disposable cloth. Ensure surfaces remain wet for the specified contact time. Wipe the disinfectant off surfaces to prevent damage.

Dispose of personal protective equipment (PPE) and single use cleaning wipes in a leak proof plastic bag, tied up and disposed in the general waste.

Wash hands well using soap and water and dry with disposable paper or single-use cloth towel. If water is unavailable, clean hands with alcohol-based hand rub.

Table 1: Chlorine dilutions calculator to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Regardless of the product used, it is vital that sufficient contact time is allowed. Refer to the manufacturer's instruction for such information. If no time is specified, leave for 10 minutes.

Surfaces that are unable to be cleaned with a chlorine-based product should follow the guidance in Table 2.

Table 2: Recommended cleaning procedure by surface type (adapted from SafeWork Australia – COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Any Surface	Method
Soft plastics	Detergent + Disinfectant
Hard plastics	Detergent + Disinfectant
Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)	Detergent + Disinfectant* *uncoated steel is more susceptible to rust when disinfected with bleach. After contact time is complete, there is a need to wipe off the disinfected metal surface with water.
Painted metal surfaces	Detergent + Disinfectant
Wood	Detergent + Disinfectant
Laminate	Detergent + Disinfectant
Glass	Detergent + Disinfectant
Concrete (polished)	Detergent + Disinfectant
Concrete (rough)	Detergent + Disinfectant
Leather	Clean and disinfect according to manufacturer's recommendations

Fabric (for confirmed COVID-19 cases and transiting passenger hotel rooms – mattresses, carpet, window and room furnishings)	Remove dirt or soil with warm water and detergent then steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent
Fabric – common areas ¹ (e.g. for confirmed cases access to exercise, medical treatment, evacuation, rooms and includes carpet, window and chairs in hallways, lifts, common areas and PPE change rooms)	Vacuum with a vacuum cleaner that contains a HEPA filter Damp dust + Detergent

How to clean and disinfect

Cleaning contractors are responsible for training staff on how to use products and how to appropriately clean and disinfect surfaces.

- (d) Wear appropriate personal protective equipment as outlined in the Personal Protective Equipment (PPE) section below.
- (e) Thoroughly clean surfaces using detergent (soap) and water.
- (f) Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
- (g) Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.
- (h) Wipe disinfectant off surfaces to prevent damage.
- (i) Remove and discard PPE after each clean into a leak proof plastic bag. For example, after an exit deep clean, after cleaning between communal areas such as bathroom, kitchen and shared lounge area.
- (j) Wash hands with soap and water and dry or use an alcohol-based hand rub immediately after removing gloves.

Personal Protective Equipment (PPE)

Cleaning contractors are responsible for the provision of PPE for their staff and ensuring staff are trained on how to wear PPE in accordance with DHHS PPE donning and doffing protocols.

Always follow the manufacturer's advice regarding use of PPE when using disinfectants.

Disposable gloves should be worn for cleaning and disposed if they become damaged, soiled or when cleaning is completed.

Exit deep clean of guest rooms, wear a full-length disposable gown, surgical mask, eye protection and gloves.

Daily cleaning of communal areas, gloves only are recommended. Guests are only allowed to leave their rooms for scheduled exercise and staff should maintain 1.5 meters between themselves and a guest.

Other PPE is only required if specified by the manufacturer's instructions or may be used to protect clothing from splash if using bleach.

Avoid touching the face with gloved or unwashed hands.

Cleaning equipment

Where possible disposable cleaning equipment should be used, such as cleaning cloths, mops and gloves. A fresh cloth and mop used for each exit deep clean and for communal area, for example, kitchen, bathroom, lounge.

All disposable cleaning equipment should be placed into a tied, leak proof plastic bag and disposed of in the general waste stream.

If other cloths and mops are used, they should be laundered in a hot water wash before re-use and allocated to only be used at the quarantine or quarantine red hotel.

Re-useable equipment such as vacuum cleaners, buckets, steam cleaners should be cleaned and disinfected after each use and stored at the hotel site separate from other cleaning equipment.

Ensuring workplace safety

When cleaning on or around electrical equipment/fittings, isolate electrical equipment and turn off power source if possible before cleaning with liquids.

Read the label for the detergent or disinfectant and follow the manufacturer's recommendations.

Obtain a copy of the Safety Data Sheet (SDS) for the detergent or disinfectant and become familiar with the contents.

Wear the appropriate PPE that is identified on the label and the SDS.

Cleaning requirements for quarantine and quarantine red hotels

The following cleaning schedules should be followed for hotel floors that are accommodating quarantined, close contact and confirmed COVID-19 guests.

Daily cleaning of communal areas in quarantine and quarantine red hotels

The following actions should generally be taken every day.

- It is recommended that all hotels should remove all soft furnishings (chairs, desks, tables, lamps) in hallways to allow guests to access for exercise, medical treatment, evacuation and place these in storage.
- Carpets in common areas of red hotels are to be vacuumed with a vacuum cleaner that contains a HEPA filter.
- Laminate, concrete and/or tile flooring in common areas of red hotels are to be mopped with a detergent and disinfectant solution daily.
- Clean and disinfect all frequently touched surfaces in all common areas twice daily (see Table 3).
- Visibly dirty surfaces may require additional cleaning.

Exit deep clean of guest room

All rooms that have accommodated a quarantined, close contact or confirmed COVID-19 guest should have an exit deep clean performed.

All frequently touched surfaces outlined in Table 3 should be cleaned and disinfected.

Soft furnishings or fabric covered items (for example, fabric covered chairs, mattresses or window furnishings) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Window furnishing may be laundered in accordance with the manufacturer's instructions on the warmest setting possible. The window furnishing should be dried completely before rehangng. Do not shake dirty window furnishings as this may disperse the virus through the air.

At the conclusion of the hotel quarantine program an exit clean and disinfection of all floor surfaces and soft furnishings in common areas in red hotels will be also be performed.

Management of linen, crockery and cutlery and waste

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Waste can be disposed of in the general waste stream.

Table 3: General cleaning recommendations for frequently touched surfaces (adapted from SafeWork Australia, COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Item ¹	Communal area Twice daily cleaning	Exit deep clean
Alcohol-based hand sanitiser dispenser	Twice daily	Yes
Bath	-	Yes
Call bell / doorbell	Twice daily	Yes
Carpet (Soft floor)	Daily (unless visibly soiled)	Yes
Ceiling	Spot cleaned	Spot cleaned
Chairs - non-upholstered (e.g. plastic chairs, wooden chairs, other non-padded chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Chairs - upholstered (e.g. fabric padded chairs, sofas, office chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Cleaning Equipment	Yes – after use	Yes
Clipboard / Folders	Twice daily	Yes
Computer, Keyboard, Mouse Headsets	Twice daily	Yes
Curtains and Blinds	Spot clean	Yes
Door frames	Daily	Yes
Doorknob / handles	Twice daily	Yes
Drinking Fountains	Twice daily	Yes
Elevator buttons	Twice daily	Yes
Floor (non-slip vinyl)	Daily	Yes
Floor (polished concrete)	Daily	Yes
Fridges	Daily	Yes
Handrails, stair rails	Twice daily	Yes
Keys and locks and padlocks	Twice daily	Yes
Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)	Daily	Yes
Light and power point switches	Twice daily	Yes
Lights/lighting	Twice daily	Yes
Microwave	Daily	Yes
Push/pull doors (with and without a push plate)	Twice daily	Yes
Remote controls	Twice daily	Yes
Shelves (and items on shelves)	Daily	Yes
Shower	Daily	Yes
Sink (hand washing & kitchen)	Twice daily	Yes
Tables / desks	Twice daily	Yes
Telephone	Twice daily	Yes
Toilet	Twice daily	Yes
Toilet doors and locks	Twice daily	Yes
TV	Daily	Yes
Vending Machines	Daily	Yes
Walls	Spot clean	Yes
Windows / ledges	Weekly	Yes
Window frames (sliding servery window types)	Twice daily	Yes

¹Other frequency touched surfaces may be identified during an initial walk through that will need to be added to this list.

References

- [Cleaning and disinfecting to reduce COVID-19 transmission: Tips for non-healthcare settings](https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19), 20 March 2020, <<https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>>
- [Coronavirus \(COVID-19\) – Infection control guidelines](https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines) <<https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines>>
- [Directions issued by Victoria's Chief Health Officer](https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19) <<https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>>
- [Environmental cleaning and disinfection principles for health and residential care facilities](https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf), Version 3, 13 May 2020. <<https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf>>
- [Guidance on how to clean and disinfect your workplace](http://www.swa.gov.au) - COVID-19 – Recommended cleaning: Supplementary information, 26 May 2020 <www.swa.gov.au>
- [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <<https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>>

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Wed, 17 Jun 2020 21:33:57 +1000
To: DJPR COVID Accom-Support (DJPR)
Cc: Merrin C Bamert (DHHS)
Subject: for action - HIGH IMPORTANCE - concerns regarding lack of cleaning

Hi Personal Info

It seems AHS have refused to undertake the full 'deep clean'.

Can you please urgently review what we tasked them to do, what has been agreed in our communications, and then what was actually undertaken.

If the below report is accurate, this is not acceptable and we will have to cease using AHS.

Can you please review against the DHHS cleaning guidance as a matter of priority on Thursday.

You will also need to be prescriptive about the twice daily touchpoint cleans you have booked. If performance is not up to scratch tomorrow, we will engage another company for Friday onwards.

Thanks, Personal In

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions

Personal Information

Personal Information

Personal Information

@agriculture.vic.gov.au

djpr.vic.gov.au

From: Merrin Bamert (DHHS) Personal Information <@dhhs.vic.gov.au>
Sent: Wednesday, 17 June 2020 7:58 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>;
DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Pam Williams (DHHS)
Personal Information <@dhhs.vic.gov.au>
Cc: Personal Information (DHHS) Personal Information <@dhhs.vic.gov.au>; COVID19InfectionControl (DHHS)
<COVID19InfectionControl@dhhs.vic.gov.au>; Personal Information (DHHS)
Personal Information <@dhhs.vic.gov.au>
Subject: FW: HIGH IMPORTANCE - concerns regarding lack of cleaning

Hi Rachaele

The company did not do the deep clean and refused to clean the toilets so we now have the two IPC nurses there cleaning them,

This is not ok and we will need to get another cleaning company in and look else where.

Thoughts???

Personal Information

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division
 Department of Health and Human Services

Personal Information

Personal Information

Personal Information

[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)

From: Personal Information (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>

Sent: Wednesday, 17 June 2020 7:56 PM

To: Merrin Bamert (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>

Subject: HIGH IMPORTANCE - concerns regarding lack of cleaning

Hi Merrin,

Outbreak squad nurses have reported again the lack of cleaning. The cleaning contractors left at 6.45pm. It seems they have only "disinfected" some high touch surfaces, elevators etc. All the bathrooms have been left because they told the squad "it's not in their contract.

My staff are cleaning 2 bathrooms for the "new" hotel staff to use and closing all other toilet / shared areas.

They did manage to get old staff out without crossing over with new staff. All new staff are in full PPE.

Personal Information

**Covid Squad Coordination and Operations Director | Office of the Deputy Secretary
 Public Health, Emergency Operations and Coordination**

Personal Information

[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)

Department of Health and Human Services | 50 Lonsdale St, Melbourne VIC 3000

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Hotel Quarantine Response

Advice for cleaning requirements for hotels who are accommodating quarantined, close contacts and confirmed COVID-19 guests

Last updated: 16 June 2020

Background

Operation Soteria manages the mandatory quarantine of international arrivals, diagnosed persons and close contacts who are self-isolating at a hotel to reduce the potential spread of coronavirus (COVID-19). To reduce the risks of transmission of COVID-19, guests confirmed as COVID-19 positive will be moved from their allocated quarantine hotel and accommodated in quarantine 'red hotels'.

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

To protect all staff, contractors and guests in Operation Soteria program from the risk of exposure to COVID-19, appropriate cleaning and disinfection measures are required. A combination of cleaning and disinfection is most effective in removing the COVID-19 virus. To meet these requirements:

- (a) Daily cleaning – common areas in quarantine and quarantine red hotels will have their frequently touch surfaces cleaned twice daily and all floor surfaces will be cleaned once a day.
- (b) Exit deep clean – clean and disinfection of hotel rooms that have accommodated COVID-19 positive guest(s), quarantined guest(s), close contact guest(s) or transiting guest(s) will be performed when the guest(s) has physically left the hotel room.
- (c) Exit hotel quarantine program – at the completion of the hotel quarantine program, in addition to meeting the daily cleaning requirements all floor surfaces and soft furnishings in common areas will be cleaned and disinfected.

Cleaning and disinfection

Cleaning means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.

Disinfection means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.

Recommended cleaning and disinfection products

Cleaning of surfaces must be undertaken first with a neutral detergent and water prior to disinfection of surfaces unless a one-step detergent/disinfectant product is used.

Disinfection with a chlorine-based product following the manufacturer's instructions or made using the chlorine dilutions calculator (see Table 1) to achieve a 1000ppm dilution should be used. Note that prediluted bleach solutions lose potency over time and on exposure to sunlight and as such needs to be made up fresh daily.

Household bleach comes in a variety of strengths. The concentration of active ingredient – hypochlorous acid – can be found on the product label.

After cleaning surfaces with a neutral detergent, apply the bleach solution using disposable paper towels or a disposable cloth. Ensure surfaces remain wet for the specified contact time. Wipe the disinfectant off surfaces to prevent damage.

Dispose of personal protective equipment (PPE) and single use cleaning wipes in a leak proof plastic bag, tied up and disposed in the general waste.

Wash hands well using soap and water and dry with disposable paper or single-use cloth towel. If water is unavailable, clean hands with alcohol-based hand rub.

Table 1: Chlorine dilutions calculator to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Regardless of the product used, it is vital that sufficient contact time is allowed. Refer to the manufacturer's instruction for such information. If no time is specified, leave for 10 minutes.

Surfaces that are unable to be cleaned with a chlorine-based product should follow the guidance in Table 2.

Table 2: Recommended cleaning procedure by surface type (adapted from SafeWork Australia – COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Any Surface	Method
Soft plastics	Detergent + Disinfectant
Hard plastics	Detergent + Disinfectant
Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)	Detergent + Disinfectant* *uncoated steel is more susceptible to rust when disinfected with bleach. After contact time is complete, there is a need to wipe off the disinfected metal surface with water.
Painted metal surfaces	Detergent + Disinfectant
Wood	Detergent + Disinfectant
Laminate	Detergent + Disinfectant
Glass	Detergent + Disinfectant
Concrete (polished)	Detergent + Disinfectant
Concrete (rough)	Detergent + Disinfectant
Leather	Clean and disinfect according to manufacturer's recommendations

Fabric (for confirmed COVID-19 cases and transiting passenger hotel rooms – mattresses, carpet, window and room furnishings)	Remove dirt or soil with warm water and detergent then steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent
Fabric – common areas ¹ (e.g. for confirmed cases access to exercise, medical treatment, evacuation, rooms and includes carpet, window and chairs in hallways, lifts, common areas and PPE change rooms)	Vacuum with a vacuum cleaner that contains a HEPA filter Damp dust + Detergent

How to clean and disinfect

Cleaning contractors are responsible for training staff on how to use products and how to appropriately clean and disinfect surfaces.

- (d) Wear appropriate personal protective equipment as outlined in the Personal Protective Equipment (PPE) section below.
- (e) Thoroughly clean surfaces using detergent (soap) and water.
- (f) Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
- (g) Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.
- (h) Wipe disinfectant off surfaces to prevent damage.
- (i) Remove and discard PPE after each clean into a leak proof plastic bag. For example, after an exit deep clean, after cleaning between communal areas such as bathroom, kitchen and shared lounge area.
- (j) Wash hands with soap and water and dry or use an alcohol-based hand rub immediately after removing gloves.

Personal Protective Equipment (PPE)

Cleaning contractors are responsible for the provision of PPE for their staff and ensuring staff are trained on how to wear PPE in accordance with DHHS PPE donning and doffing protocols.

Always follow the manufacturer's advice regarding use of PPE when using disinfectants.

Disposable gloves should be worn for cleaning and disposed if they become damaged, soiled or when cleaning is completed.

Exit deep clean of guest rooms, wear a full-length disposable gown, surgical mask, eye protection and gloves.

Daily cleaning of communal areas, gloves only are recommended. Guests are only allowed to leave their rooms for scheduled exercise and staff should maintain 1.5 meters between themselves and a guest.

Other PPE is only required if specified by the manufacturer's instructions or may be used to protect clothing from splash if using bleach.

Avoid touching the face with gloved or unwashed hands.

Cleaning equipment

Where possible disposable cleaning equipment should be used, such as cleaning cloths, mops and gloves. A fresh cloth and mop used for each exit deep clean and for communal area, for example, kitchen, bathroom, lounge.

All disposable cleaning equipment should be placed into a tied, leak proof plastic bag and disposed of in the general waste stream.

If other cloths and mops are used, they should be laundered in a hot water wash before re-use and allocated to only be used at the quarantine or quarantine red hotel.

Re-useable equipment such as vacuum cleaners, buckets, steam cleaners should be cleaned and disinfected after each use and stored at the hotel site separate from other cleaning equipment.

Ensuring workplace safety

When cleaning on or around electrical equipment/fittings, isolate electrical equipment and turn off power source if possible before cleaning with liquids.

Read the label for the detergent or disinfectant and follow the manufacturer's recommendations.

Obtain a copy of the Safety Data Sheet (SDS) for the detergent or disinfectant and become familiar with the contents.

Wear the appropriate PPE that is identified on the label and the SDS.

Cleaning requirements for quarantine and quarantine red hotels

The following cleaning schedules should be followed for hotel floors that are accommodating quarantined, close contact and confirmed COVID-19 guests.

Daily cleaning of communal areas in quarantine and quarantine red hotels

The following actions should generally be taken every day.

- It is recommended that all hotels should remove all soft furnishings (chairs, desks, tables, lamps) in hallways to allow guests to access for exercise, medical treatment, evacuation and place these in storage.
- Carpets in common areas of red hotels are to be vacuumed with a vacuum cleaner that contains a HEPA filter.
- Laminate, concrete and/or tile flooring in common areas of red hotels are to be mopped with a detergent and disinfectant solution daily.
- Clean and disinfect all frequently touched surfaces in all common areas twice daily (see Table 3).
- Visibly dirty surfaces may require additional cleaning.

Exit deep clean of guest room

All rooms that have accommodated a quarantined, close contact or confirmed COVID-19 guest should have an exit deep clean performed.

All frequently touched surfaces outlined in Table 3 should be cleaned and disinfected.

Soft furnishings or fabric covered items (for example, fabric covered chairs, mattresses or window furnishings) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Window furnishing may be laundered in accordance with the manufacturer's instructions on the warmest setting possible. The window furnishing should be dried completely before rehangng. Do not shake dirty window furnishings as this may disperse the virus through the air.

At the conclusion of the hotel quarantine program an exit clean and disinfection of all floor surfaces and soft furnishings in common areas in red hotels will be also be performed.

Management of linen, crockery and cutlery and waste

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Waste can be disposed of in the general waste stream.

Table 3: General cleaning recommendations for frequently touched surfaces (adapted from SafeWork Australia, COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Item ¹	Communal area Twice daily cleaning	Exit deep clean
Alcohol-based hand sanitiser dispenser	Twice daily	Yes
Bath	-	Yes
Call bell / doorbell	Twice daily	Yes
Carpet (Soft floor)	Daily (unless visibly soiled)	Yes
Ceiling	Spot cleaned	Spot cleaned
Chairs - non-upholstered (e.g. plastic chairs, wooden chairs, other non-padded chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Chairs - upholstered (e.g. fabric padded chairs, sofas, office chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Cleaning Equipment	Yes – after use	Yes
Clipboard / Folders	Twice daily	Yes
Computer, Keyboard, Mouse Headsets	Twice daily	Yes
Curtains and Blinds	Spot clean	Yes
Door frames	Daily	Yes
Doorknob / handles	Twice daily	Yes
Drinking Fountains	Twice daily	Yes
Elevator buttons	Twice daily	Yes
Floor (non-slip vinyl)	Daily	Yes
Floor (polished concrete)	Daily	Yes
Fridges	Daily	Yes
Handrails, stair rails	Twice daily	Yes
Keys and locks and padlocks	Twice daily	Yes
Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)	Daily	Yes
Light and power point switches	Twice daily	Yes
Lights/lighting	Twice daily	Yes
Microwave	Daily	Yes
Push/pull doors (with and without a push plate)	Twice daily	Yes
Remote controls	Twice daily	Yes
Shelves (and items on shelves)	Daily	Yes
Shower	Daily	Yes
Sink (hand washing & kitchen)	Twice daily	Yes
Tables / desks	Twice daily	Yes
Telephone	Twice daily	Yes
Toilet	Twice daily	Yes
Toilet doors and locks	Twice daily	Yes
TV	Daily	Yes
Vending Machines	Daily	Yes
Walls	Spot clean	Yes
Windows / ledges	Weekly	Yes
Window frames (sliding servery window types)	Twice daily	Yes

¹Other frequency touched surfaces may be identified during an initial walk through that will need to be added to this list.

References

- [Cleaning and disinfecting to reduce COVID-19 transmission: Tips for non-healthcare settings](https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19), 20 March 2020, <<https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>>
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- [Environmental cleaning and disinfection principles for health and residential care facilities](https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf), Version 3, 13 May 2020. <<https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf>>
- [Guidance on how to clean and disinfect your workplace](http://www.swa.gov.au) - COVID-19 – Recommended cleaning: Supplementary information, 26 May 2020 <www.swa.gov.au>
- [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <<https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>>

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