

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

## 1. Executive summary

Maintaining good hygiene at customer-facing services plays a major role in assisting in minimising the spread of COVID-19. Given the recent outbreak, staff members more than ever need to be aware of the key practices for their safety and protection, including routine cleaning, proper disinfection practices and appropriate treatment of waste.

## 2. Purpose

The purpose of this guideline is to outline the recommended processes to manage the cleaning of public transport assets and locations throughout the COVID-19 event to maintain the health and wellbeing of staff, contractors and customers.

## 3. Scope

This guideline will cover the below assets and locations:

- Rolling stock (carriages, cabs, locomotives)
- Stations/terminals – Staffed
- Stations/terminals/stops – Not staffed
- Booking offices
- Driver depots
- Control centres
- Maintenance depots
- Training centres
- Office buildings
- Vehicles
- Coaches

This guideline solely focuses on the cleaning guideline to be implemented for each asset or location. Business Continuity Plans are to be referred to for managing unavailability of assets, for example where an asset or location requires isolating.

## 4. References

[Australian Government Department of Health](#)

[Victorian Department of Health and Human Services](#)

[World Health Organisation](#)

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

## 5. COVID-19 transmission

Human coronavirus diseases, such as COVID-19, are believed to spread from close contact with an infected person, mostly through face-to-face or between members of the same household. The time between when a person is exposed to the virus and when symptoms first appear is typically five to six days, although may range from two to 14 days.

People may also pick up the virus from surfaces contaminated by a person with the infection and then transferred by hand-to-face contact. The length of time the virus that causes COVID-19 can survive on inanimate surfaces varies depending on factors such as the amount of contaminated body fluid (e.g. respiratory droplets) or soiling present, and environmental temperature and humidity<sup>1</sup>.

Studies<sup>2</sup> are looking into the current virus's ability to survive on surfaces, however it should be noted that these figures are based on a perfect lab environment and officials say the virus survival is likely impacted by several factors, as stated above.

Some of the lab-based studies have estimated the below figures based on surface type.

- Aerosol: Less than three hours
- Copper: Less than four hours
- Cardboard: Less than 24 hours
- Stainless steel: Less than 72 hours
- Plastic: Less than 72 hours.

While coronaviruses can survive on surfaces for many hours or more, they are readily inactivated by cleaning and disinfection.

This guideline will focus on cleaning and disinfection in the public transport context and provide operators with guidance for identification of high touch surfaces to be focused on.

## 6. Personal hygiene

While cleaning is an important measure in controlling the spread of COVID-19, implementing good personal hygiene practices are the most important way to stop the spread. Staff (and customers) should always ensure they adopt good hygiene practices in accordance with health guidelines at all times. For further information, [click here](#).

These practices should be regularly communicated to staff via alerts and other mediums (e.g. intranet, Twitter), as well as posters in common areas. The Commonwealth and State Governments are also promoting these requirements. Customer alerts, such as announcements and posters, should be in place across the networks.

<sup>1</sup> <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>

<sup>2</sup> National Institutes of Health, Centres for Disease Control and Prevention, and scientists at Princeton and UCLA

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

Hand hygiene is the single most important way to prevent the spread of infection:

- Soap and water can be used for hand hygiene at any time and should be used when hands are visibly soiled.
- Alcohol-based hand rub (sanitiser) can be used if soap and water are not readily accessible, except when hands are visibly soiled.
- Cleaning hands regularly also helps to reduce environmental contamination.
- Wash your hands before and after eating, and after going to the toilet

Sneeze/cough etiquette and respiratory hygiene is the best defence against respiratory viruses:

- Cover your cough or sneeze with a tissue and dispose of tissue immediately, or cough/sneeze into the bend of your elbow.
- Wash your hands or use alcohol-based hand sanitiser.

## 7. Communication strategy

### Internal

It is vitally important the staff are advised of the cleaning guidelines in place and are aware of any additional measures that they need to undertake. A COVID-19 specific internal communication strategy has been developed and is overseen by the established COVID-19 Internal Communication Team, which is a sub-group of the Incident Management Team (IMT).

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

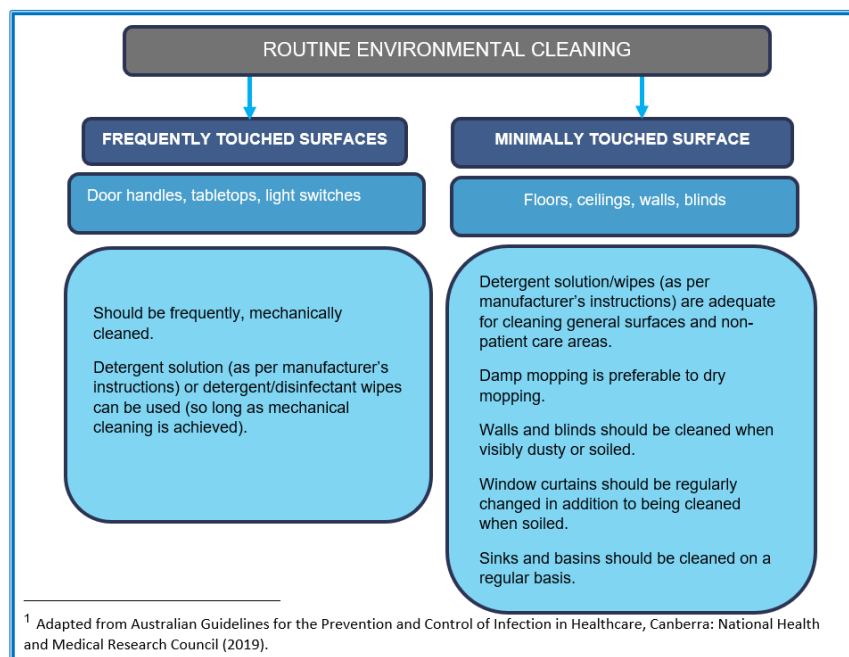
## 8. Cleaning guidelines

### Overview

This section is separated by assets and work locations and the cleaning guidelines recommended for each. These guidelines are in addition to existing cleaning processes in place.

The main area of focus for additional cleaning for the management of COVID-19 is for frequently touched surfaces (high touch points). The below diagram<sup>3</sup> provides an overview of cleaning requirements for frequently and minimally touched surfaces.

Routine environmental cleaning requirements can be divided into two groups<sup>1</sup>:



### Chemicals and cleaning products

The US Centres for Disease Control and Prevention recommends daily disinfection for frequently touched surfaces identified above with products containing bleach, alcohol or hydrogen peroxide.

Each chemical has its own manufacturing instructions that should be followed; and, it is advisable to leave the product on the surface for a few minutes prior to wiping away to assist in killing viruses and other pathogens. Specifically:

<sup>3</sup> <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

- Alcohol solutions should be at a concentration of 60-70% and should be left on a surface for at least 30 seconds to assist in killing viruses.
- Bleach solutions should be left on surfaces that won't be damaged by bleach for at least 10 minutes
- Hydrogen peroxide is typically manufactured in concentration of 3%. It can be used as is or diluted to 0.5% concentration for effective use against the virus. It should be left on surfaces for one minute before wiping away.

**Important:** As per the above diagram, mechanical cleaning using a detergent solution can also be used where disinfectant products are not available. In the current situation there is a short supply and increased demand for these products, so the use of standard disinfectant or detergent is recommended where the above products cannot be sourced.

Where chemicals or other critical PPE supplies cannot be procured by the operator, this should be escalated to the Department of Transport, Emergency Management Division, for escalation to State. Emergency Management Victoria (EMV) are overseeing a process to procure and disseminate critical supplies to essential agencies.

#### Safe use of chemicals

Where possible chemicals already approved for use in the workplace should be utilised. Disinfectants that may be used for COVID-19 can be found in the [Australian Register of Therapeutic Goods \(ARTG\)](#) Where a new chemical is required you must still follow the required chemical approval process (e.g. ChemAlert risk assessment).

When using chemicals:

- Check the label and use according to manufacturer's instructions
- Be aware of the hazards associated with the products use and always ensure you use the correct PPE as per the label or Safety Data Sheet (SDS)
- Avoid eye and skin contact
- Do not mix cleaning products with other chemicals
- Where decanting is required, ensure bottles are labelled in accordance with regulations
- Ensure manufacturer's instructions are followed for any equipment surfaces (e.g. rolling stock cabs, touch screen in vehicles)

#### Confirmed case cleaning guideline

Additional requirements are to be implemented in the event of a confirmed case of COVID-19 being notified. Refer to Section 9.

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Rolling stock

The cleaning guideline for rolling stock should be developed in consultation with the maintenance provided of the rolling stock (e.g. Bombardier). This is to ensure that the cleaning methodology is appropriate for that rolling stock and will not cause any damage.

#### Carriages (customer areas)

Item	Includes	Cleaning standard	Frequency
High touch areas	Handles, railings, door opening and customer assistance buttons, windows, window ledges, luggage racks, hard surface seats/seat frames, water fountain	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue.  Spray with COVID-19 sanitising spray (e.g. Oxivir 5 and Virex) and leave for required time before wiping away.	Twice daily (time permitting)
Whole carriage area	This ensures any areas missed during the day are cleaned	Spray with COVID-19 sanitising spray (e.g. Oxivir 5 and Virex) and leave for required time before wiping away.	Daily (each night)  Additional at terminating locations (Mon-Fri interpeak)

#### On-train toilets

Item	Includes	Cleaning standard	Frequency
Toilets	Includes all fixtures and fittings within the toilet	All customer touch surfaces to be wiped (excluding floor) to ensure they are free from dirt, dust, film and residue.  Spray with COVID-19 sanitising spray (e.g. Oxivir 5 and Virex) and leave for required time before wiping away.	Twice daily

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

		Floors are to be swept / vacuumed.	Daily (each night)
--	--	------------------------------------	--------------------

#### Driver cabs (includes locomotives)

Item	Includes	Cleaning Standard	Frequency
Touch areas	Handles, railings, door opening handle, hard surface seats/seat frames, controls, radio microphone, cupboard handles, fridge door	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue.  Spray* with COVID-19 sanitising spray (e.g. Oxivir 5 and Virex) and leave for required time before wiping away.  * Spray can be applied to cloth then wiped on the surface. This is important for controls and radio microphone to avoid damage.  <b>Note:</b> Train maintenance manual should be referred to for any specific cleaning requirements to avoid damage to equipment	Twice daily
High touch areas	Controls, radio microphone and any other surfaces frequently touched during shift	Wipe surfaces with alcohol or other approved sanitising wipe.  Note: one to two wipes will be sufficient for this task.	Shift changeover, to be undertaken by staff member
Whole cab area	This ensures areas missed during the day are cleaned	Spray with COVID-19 sanitising spray (e.g. Oxivir 5 and Virex) and leave for required time before wiping away.	Daily (each night)

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Station/terminals – Staffed

The below activities can be undertaken by a cleaning contractor in addition to the current cleaning guideline and/or a staff member using the required PPE (as per chemical specifications). Items not requiring any additional COVID-19 cleaning are not included (e.g. walls and floors).

Where sanitising spray is used, ensure you leave it for the required time (as per manufacturer's instructions) before wiping down to ensure mechanical cleaning is achieved.

Where COVID-19 product not available: For surfaces that can be wet, mechanical cleaning using a detergent solution can be used. Where the station is open, and water will create a slip hazard, assess controls such as the use of signage or an alternative disinfectant spray / wipe. Where water is not suitable for surface / equipment, an alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

#### Back office area

Item	Includes	Cleaning standard	Frequency
Doors	Internal and external doors	Door handles and high touch points on doors are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Electrical fixtures and appliances	Light switches	High touch light switches to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.	Daily
Furniture	Desks, seats, table, chairs and benchtops	To be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Kitchen	High touch areas (e.g. handles/opening points) on appliances: Stove (if present), microwave, oven, fridge/freezer, hot water urn/kettle/coffee machine, ice machine, sandwich press	All non-electrical items are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.  Electrical appliances are to be wiped with cloth containing COVID-19 sanitising spray.	Daily  High use locations, wipe down further as needed



# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

	All external surfaces of sinks, taps, cupboard handles, benchtops, tables, hard surface chairs	Ensure all electrical safety processes are followed.	
Toilet areas	All areas beyond entry doorway into the toilet or bathroom  Includes floors, doors, sinks, taps, urinals, toilets, hand dryers, soap dispensers, shower taps, shower doors, hard surface seats, handrails	All surfaces (excluding floors) are to be hygienical wiped to ensure they are free from dirt, dust, film or residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.  Floors are to be swept and mopped using standard floor cleaning products.	Daily

#### Staff side of booking area

Item	Includes	Cleaning standard	Frequency
Barrier	All interior windows / glass	To be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Doors	Internal and external doors	Door handles and high touch points on doors are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Electrical fixtures and appliances	Light switches, mouse, keyboard, phone, money till, EFPTOS machine	High touch light switches and IT equipment are to be wiped with cloth containing COVID-19 sanitising spray or alcohol wipe. Ensure all electrical safety processes are followed.	Shift change over
Furniture	Desks, seats, table, chairs and benchtops	All surfaces are to be wiped to ensure free from dirt, dust, film or residue and then sprayed with COVID-19	Shift change over

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

		sanitising spray or wiped sanitising wipe.	
--	--	--	--

#### Public foyer

1. High patronage (larger patronage areas should consider additional cleaning)
2. Medium patronage
3. Low patronage

Item	Includes	Cleaning standard	Frequency
Service desk	Counter, handrails, barrier	To be wiped down to remove any dirt, dust or film and then sprayed with COVID-19 sanitising spray or wiped with sanitising wipe.	<ol style="list-style-type: none"> <li>1. Twice daily</li> <li>2. Daily</li> <li>3. Every second day</li> </ol>
Windows and glass	All interior windows, glass, mirrors including frames that are in a high touch area	To be wiped (if required due to visible marks) and then sprayed with COVID-19 sanitising spray.	<ol style="list-style-type: none"> <li>1. Twice daily</li> <li>2. Daily</li> <li>3. Every second day</li> </ol>
Doors	Internal and external doors	Door handles and high touch points on doors are to be wiped and then sprayed with COVID-19 sanitising spray or sanitising wipe.	<ol style="list-style-type: none"> <li>1. Twice daily</li> <li>2. Daily</li> <li>3. Every second day</li> </ol>
Furniture	<p>Hard surface seats, public counters, handrails</p> <p>Assistance buttons, Customer Help Points, myki touch points and barriers, escalator handrails</p>	<p>To be wiped down to remove any dirt, dust or film and then sprayed with COVID-19 sanitising spray or sanitising wipes.</p> <p>To be wiped down to remove any dirt, dust or film and then wiped with a COVID-19 sanitising wipes or cloth containing sanitising spray.**</p>	<ol style="list-style-type: none"> <li>1. Twice daily</li> <li>2. Daily</li> <li>3. Every second day</li> </ol>

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

Stairwells, lifts, escalators	Includes all stairwells, lifts and escalators	All handrails and lift buttons are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily
Toilet areas	All areas beyond entry doorway into the toilet or bathroom  Includes floors, doors, sinks, taps, urinals, toilets, hand dryers, soap dispensers, shower taps, shower doors, hard surface seats, handrails	All surfaces (excluding floors) are to be hygienical wiped to ensure they are free from dirt, dust, film or residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.  Floors are to be swept and mopped using standard floor cleaning products.	1. Twice daily 2. Daily 3. Every second day

#### External / waiting area / platform

Item	Includes	Cleaning standard	Frequency
External areas	Handrails, hard surface seats, timetable displays, coach bay seats  Assistance buttons, myki touch points and barriers	To be wiped down to remove any dirt, dust or film and then sprayed with COVID-19 sanitising spray or sanitising wipe.  To be wiped down to remove any dirt, dust or film and then wiped with a COVID-19 sanitising wipes or cloth containing sanitising spray.**	1 & 2. Daily  3. Every second day

# Coronavirus

COVID-19  
PUBLIC TRANSPORT OPERATORS

## CLEANING GUIDELINES

### Station/terminal/stop – Not staffed

The below activities can be undertaken by a cleaning contractor in addition to the current cleaning guideline and/or a staff member using the required PPE (as per chemical specifications). Items not requiring any additional COVID-19 cleaning are not included (e.g. walls and floors).

Where sanitising spray is used, ensure you leave it for the required time (as per manufacturer’s instructions) before wiping down to ensure mechanical cleaning is achieved.

Where COVID-19 product not available: For surfaces that can be wet, mechanical cleaning using a detergent solution can be used. Where the station is open, and water will create a slip hazard, assess controls such as the use of signage or an alternative disinfectant spray / wipe. Where water is not suitable for surface / equipment, an alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

### External / waiting area / platform

1. High patronage
2. Medium patronage
3. Low patronage

Item	Includes	Cleaning standard	Frequency
External areas	Handrails (including lifts), hard surface seats, timetable displays, coach bay seats  Assistance buttons, myki touch points and barriers, lift buttons	To be wiped down to remove any dirt, dust or film and then sprayed with COVID-19 sanitising spray or sanitising wipe.  To be wiped down to remove any dirt, dust or film and then wiped with a COVID-19 sanitising wipes or cloth containing sanitising spray.	1. Daily 2. Every second day 3. Twice weekly

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Booking/ticket office

The below activities can be undertaken by a cleaning contractor in addition to the current cleaning guideline and/or a staff member using the required PPE (as per chemical specifications). Items not requiring any additional COVID-19 cleaning are not included (e.g. walls and floors).

Where sanitising spray is used, ensure you leave it for the required time (as per manufacturer's instructions) before wiping down to ensure mechanical cleaning is achieved.

Where COVID-19 product not available: For surfaces that can be wet, mechanical cleaning using a detergent solution can be used. Where the station is open, and water will create a slip hazard, assess controls such as the use of signage or an alternative disinfectant spray / wipe. Where water is not suitable for surface / equipment, an alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

#### Staff back area

Item	Includes	Cleaning standard	Frequency
Doors	Internal and external doors	Door handles and high touch points on doors are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Electrical fixtures and appliances	Light switches	High touch light switches are to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.	Daily
Furniture	Desks, seats, table, chairs and benchtops	To be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Kitchen	High touch areas (e.g. handles/opening points) on appliances: Stove (if present), microwave, oven, fridge/freezer, hot water urn/kettle, ice machine, sandwich press	All non-electrical items are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.  Electrical appliances are to be wiped with cloth containing COVID-19 sanitising spray.	Daily

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

	All external surfaces of sinks, taps, cupboard handles, benchtops, tables, hard surface chairs	Ensure all electrical safety processes are followed.	
Toilet areas	All areas beyond entry doorway into the toilet or bathroom  Includes floors, doors, sinks, taps, urinals, toilets, hand dryers, soap dispensers, shower taps, shower doors, hard surface seats, handrails	All surfaces (excluding floors) are to be hygienical wiped to ensure they are free from dirt, dust, film or residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.  Floors are to be swept and mopped using standard floor cleaning products.	Daily

#### Staff side of booking area

Item	Includes	Cleaning standard	Frequency
Barrier	All interior windows / glass	To be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Doors	Internal and external doors	Door handles and high touch points on doors are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Electrical fixtures and appliances	Light switches, mouse, keyboard, phone, money till, EFPTOS machine	High touch light switches and IT equipment are to be wiped with cloth containing COVID-19 sanitising spray or alcohol wipe. Ensure all electrical safety processes are followed.	Shift change over
Furniture	Desks, seats, table, chairs and benchtops	To be wiped down to remove any dirt, dust or film and then sprayed with COVID-19 sanitising spray/wipe.	Shift change over

# COVID-19 Coronavirus

PUBLIC TRANSPORT OPERATORS

## CLEANING GUIDELINES

### Customer service desk

Item	Includes	Cleaning standard	Frequency
Service desk	Counter, handrails, barrier	To be wiped down to remove any dirt, dust or film and then sprayed with COVID-19 sanitising spray/wipe.	At least twice daily

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Driver depots

The below activities can be undertaken by a cleaning contractor in addition to the current cleaning guideline and/or a staff member using the required PPE (as per chemical specifications). Items not requiring any additional COVID-19 cleaning are not included (e.g. walls and floors).

Where sanitising spray is used, ensure you leave it for the required time (as per manufacturer's instructions) before wiping down to ensure mechanical cleaning is achieved.

Where COVID-19 product not available: For surfaces that can be wet, mechanical cleaning using a detergent solution can be used. Where the area is open and water may create a slip hazard, assess controls such as the use of signage or an alternative disinfectant spray / wipe. Where water is not suitable for surface / equipment, an alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

#### All common areas (including foyers)

Item	Includes	Cleaning standard	Frequency
Doors and handrails	Internal and external doors, internal handrails	Door handles, handrails and high touch points on doors are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily
Stairwells and lifts	Includes all internal stairwells and lifts	All handrails and lift buttons are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily
Electrical fixtures and appliances	Light switches and TV remotes	High touch light switches and all TV remotes are to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.	Daily
Furniture	Desks, counters, hard surface seats, tables and benchtops	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with	Daily



# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

		COVID-19 sanitising spray or sanitising wipe.	
Kitchen	<p>High touch areas (e.g. handles/opening points) on appliances: Stove (if present), microwave, oven, fridge/freezer, hot water urn/kettle/coffee machine, ice machine, sandwich press</p> <p>All external surfaces of sinks, taps, cupboard handles, benchtops, tables, hard surface chairs</p>	<p>All non-electrical items are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.</p> <p>Electrical appliances are to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.</p>	At least daily, after each shift change where relevant
Toilet areas, bathroom fixtures, showers, locker rooms, male and female	<p>All areas beyond entry doorway into the toilet or bathroom</p> <p>Includes floors, doors, sinks, taps, urinals, toilets, hand dryers, soap dispensers, shower taps, shower doors, hard surface seats, handrails</p>	<p>All surfaces (excluding floors) are to be hygienical wiped to ensure they are free from dirt, dust, film or residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.</p> <p>Floors are to be swept and mopped using standard floor cleaning products.</p>	Daily
Gym	Note: gym closure may be required, dependent on level of restrictions.	Equipment surfaces are to be wiped with cloth containing COVID-19 sanitising spray or sanitising wipe.	After each use – staff to undertake this task

#### External areas

Item	Includes	Cleaning standard	Frequency
External areas	All external areas defined as walkways and stairwells to depots with handrails, smoking zones, outdoor eating areas, hard surface seats, hard surface tables	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray.	Daily

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Control centres

The below activities can be undertaken by a cleaning contractor in addition to the current cleaning guideline and/or a staff member using the required PPE (as per chemical specifications). Items not requiring any additional COVID-19 cleaning are not included (e.g. walls and floors).

Where sanitising spray is used, ensure you leave it for the required time (as per manufacturer's instructions) before wiping down to ensure mechanical cleaning is achieved.

Where COVID-19 product not available: For surfaces that can be wet, mechanical cleaning using a detergent solution can be used. Where water may create a slip hazard, assess controls such as the use of signage or an alternative disinfectant spray / wipe. Where water is not suitable for surface / equipment, an alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

#### Staff common area

Item	Includes	Cleaning standard	Frequency
Doors	Internal and external doors	Door handles and high touch points on doors are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily
Electrical fixtures and appliances	Light switches	High touch light switches are to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.	Daily
Furniture	Desks, seats, table, chairs and benchtops	To be wiped and then sprayed with COVID-19 sanitising spray/wipe.	After each shift change
Kitchen	High touch areas (e.g. handles/opening points) on appliances: Stove (if present), microwave, oven, fridge/freezer, hot water urn/kettle/coffee machine, ice machine, sandwich press	All non-electrical items are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.  Electrical appliances are to be wiped with cloth containing COVID-19 sanitising spray.	After each shift change

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

	All external surfaces of sinks, taps, cupboard handles, benchtops, tables, hard surface chairs	Ensure all electrical safety processes followed.	
Stairwells and lifts	Includes all internal stairwells and lifts	All handrails and lift buttons are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily
Toilet areas, bathroom fixtures, showers, locker rooms, male and female	All areas beyond entry doorway into the toilet or bathroom  Includes floors, doors, sinks, taps, urinals, toilets, hand dryers, soap dispensers, shower taps, shower doors, hard surface seats, handrails	All surfaces (excluding floors) to be hygienical wiped to ensure they are free from dirt, dust, film or residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.  Floors are to be swept and mopped using standard floor cleaning products.	Daily

#### Control rooms

Item	Includes	Cleaning standard	Frequency
Control room desk	Keyboard, mouse, radio, VCS, desk, chair hard surfaces	Wipe down using sanitising wipe.	Shift change over
Doors	Door entry to room	Door handles and high touch points on doors are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.	Daily or shift change over where door closed
Electrical fixtures and appliances	Light switches	High touch light switches are to be wiped with cloth containing COVID-19 sanitising spray or sanitising	Daily

# COVID-19 Coronavirus

PUBLIC TRANSPORT OPERATORS

## CLEANING GUIDELINES

		wipe. Ensure all electrical safety processes are followed.	
--	--	--	--

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Maintenance depots

The below activities can be undertaken by a cleaning contractor in addition to the current cleaning guideline and/or a staff member using the required PPE (as per chemical specifications). Items not requiring any additional COVID-19 cleaning are not included (e.g. walls and floors).

Where sanitising spray is used, ensure you leave it for the required time (as per manufacturer's instructions) before wiping down to ensure mechanical cleaning is achieved.

Where COVID-19 product not available: For surfaces that can be wet, mechanical cleaning using a detergent solution can be used. Where the area is open, and water may create a slip hazard, assess controls such as the use of signage or an alternative disinfectant spray / wipe. Where water is not suitable for surface / equipment, an alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

#### All common areas (including foyers)

Item	Includes	Cleaning standard	Frequency
Doors and handrails	Internal and external doors, internal handrails	Door handles, handrails and high touch points on doors are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily
Stairwells and lifts	Includes all internal stairwells and lifts	All handrails and lift buttons are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily
Electrical fixtures and appliances	Light switches and TV remotes	High touch light switches and all TV remotes are to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.	Daily
Furniture	Desks, counters, hard surface seats, tables and benchtops	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with	Daily

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

		COVID-19 sanitising spray or sanitising wipe.	
Kitchen	<p>High touch areas (e.g. handles/opening points) on appliances: Stove (if present), microwave, oven, fridge/freezer, hot water urn/kettle/coffee machine, ice machine, sandwich press</p> <p>All external surfaces of sinks, taps, cupboard handles, benchtops, tables, hard surface chairs</p>	<p>All non-electrical items are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.</p> <p>Electrical appliances are to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.</p>	At least daily (after each shift change where relevant)
Toilet areas, bathroom fixtures, showers, locker rooms, male and female	<p>All areas beyond entry doorway into the toilet or bathroom</p> <p>Includes floors, doors, sinks, taps, urinals, toilets, hand dryers, soap dispensers, shower taps, shower doors, hard surface seats</p>	<p>All surfaces (excluding floors) are to be hygienical wiped to ensure they are free from dirt, dust, film or residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.</p> <p>Floors are to be swept and mopped using standard floor cleaning products.</p>	Daily

#### External areas

Item	Includes	Cleaning standard	Frequency
External areas	All external areas defined as walkways and stairwells to depots with handrails, smoking zones, outdoor eating areas, hard surface seats, hard surface tables	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue then sprayed with COVID-19 sanitising spray.	Daily

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Training centres

The below activities can be undertaken by a cleaning contractor in addition to the current cleaning guideline and/or a staff member using the required PPE (as per chemical specifications). Items not requiring any additional COVID-19 cleaning are not included (e.g. walls and floors).

Where sanitising spray is used, ensure you leave it for the required time (as per manufacturer's instructions) before wiping down to ensure mechanical cleaning is achieved.

Where COVID-19 product not available: For surfaces that can be wet, mechanical cleaning using a detergent solution can be used. Where the area is open, and water may create a slip hazard, assess controls such as the use of signage or an alternative disinfectant spray / wipe. Where water is not suitable for surface / equipment, an alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

Item	Includes	Cleaning standard	Frequency
Doors and handrails	Internal and external doors, internal handrails	Door handles, handrails and high touch points on doors are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily (when in use)
Stairwells and lifts	Includes all internal stairwells and lifts	All handrails and lift buttons are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily (when in use)
Electrical fixtures and appliances	Light switches, mouse, keyboards, remotes	High touch light switches and IT equipment are to be wiped with cloth containing COVID-19 sanitising spray or alcohol wipe. Ensure all electrical safety processes are followed.	Daily (when in use)
Furniture	Desks, counters, hard surface seats, tables and benchtops	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily (when in use)

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

Kitchen	<p>High touch areas (e.g. handles/opening points) on appliances: Stove (if present), microwave, oven, fridge/freezer, hot water urn/kettle/coffee machine, ice machine, sandwich press</p> <p>All external surfaces of sinks, taps, cupboard handles, benchtops, tables, hard surface chairs</p>	<p>All non-electrical items are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.</p> <p>Electrical appliances are to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.</p>	At least Daily (when in use)
Toilet areas, bathroom fixtures, showers, locker rooms, male and female	<p>All areas beyond entry doorway into the toilet or bathroom</p> <p>Includes floors, doors, sinks, taps, urinals, toilets, hand dryers, soap dispensers, shower taps, shower doors, hard surface seats</p>	<p>All surfaces (excluding floors) are to be hygienical wiped to ensure they are free from dirt, dust, film or residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.</p> <p>Floors are to be swept and mopped using standard floor cleaning products.</p>	Daily (when in use)
External areas	All external areas defined as walkways and stairwells to depots with handrails, smoking zones, outdoor eating areas, hard surface seats, hard surface tables	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue then sprayed with COVID-19 sanitising spray.	Daily (when in use)

#### Driver simulator

Item	Includes	Cleaning standard	Frequency
High touch areas	Controls, radio microphone and any other surfaces frequently touched during training	<p>Wipe surfaces with alcohol or other approved sanitising wipe.</p> <p>Note: One to two wipes will be sufficient for this task.</p>	After each trainee use



# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Office buildings

Office cleaning guidelines are based on the assumption that use of these is greatly reduced with the majority of staff working from home. It is also based on the assumption that work areas are allocated to an individual and are not a shared desk.

Where sanitising spray is used, ensure you leave it for the required time (as per manufacturer's instructions) before wiping down to ensure mechanical cleaning is achieved.

Where COVID-19 product not available: For surfaces that can be wet, mechanical cleaning using a detergent solution can be used. Where the area is open, and water may create a slip hazard, assess controls such as the use of signage or an alternative disinfectant spray / wipe. Where water is not suitable for surface / equipment, an alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

Item	Includes	Cleaning standard	Frequency
Doors and handrails	Internal and external doors, internal handrails	Door handles, handrails and high touch points on doors are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily
Stairwells and lifts	Includes all internal stairwells and lifts	All handrails and lift buttons are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily
Electrical fixtures and appliances	Light switches	High touch light switches are to be wiped with cloth containing COVID-19 sanitising spray or alcohol wipe. Ensure all electrical safety processes are followed.	Daily
Furniture	Desks, counters, hard surface seats, tables and benchtops in common areas (excluding individual workstations)	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily (areas in use)

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

<p>Kitchen</p>	<p>High touch areas (e.g. handles/opening points) on appliances: Stove (if present), microwave, oven, fridge/freezer, hot water urn/kettle/coffee machine, ice machine, sandwich press</p> <p>All external surfaces of sinks, taps, cupboard handles, benchtops, tables, hard surface chairs</p>	<p>All non-electrical items are to be wiped and then sprayed with COVID-19 sanitising spray/wipe.</p> <p>Electrical appliances are to be wiped with cloth containing COVID-19 sanitising spray. Ensure all electrical safety processes are followed.</p>	<p>Twice daily</p>
<p>Toilet areas, bathroom fixtures, showers, locker rooms, male and female</p>	<p>All areas beyond entry doorway into the toilet or bathroom</p> <p>Includes floors, doors, sinks, taps, urinals, toilets, hand dryers, soap dispensers, shower taps, shower doors, hard surface seats</p>	<p>All surfaces (excluding floors) are to be hygienical wiped to ensure they are free from dirt, dust, film or residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.</p> <p>Floors are to be swept and mopped using standard floor cleaning products.</p>	<p>Daily</p>

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Shared vehicles

The driver of the vehicle is to undertake these cleaning activities. Vehicle manufacturing guides should be referred to when selecting appropriate chemical / wipe to be used to minimise risk of damage, especially for any touch screens. This applies to light vehicles, heavy plant and hi-rails.

Where COVID-19 product not available: An alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

Item	Includes	Cleaning standard	Frequency
Internal – Driver	Steering wheel and controls, keys, door handle, window control, rear view mirror adjuster, hand brake, gear stick, heat/air conditioner controls (if used), navigation / radio controls (if used), visor, rear view mirror (if adjusted), seat belt clip, centre console (if used), radio mouth piece (if applicable)	Wipe with sanitising wipe or cloth containing sanitising spray.	Driver change over
Internal – Passenger	Door handle, window control, seat belt clip, individual heat/cool controls (where applicable), visor (if applicable), glove box (if used)	Wipe with sanitising wipe or cloth containing sanitising spray.	After passenger use
External	Door handles (including boot)	Wipe with sanitising wipe or cloth containing sanitising spray.	After use

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

#### Coaches / buses

Where COVID-19 product not available: An alternative disinfectant / disinfectant wipe can be used where COVID-19 disinfectant products are not available.

Item	Includes	Cleaning standard	Frequency
Internal – Driver	Steering wheel & controls, keys, window control, rear view mirror adjuster, hand brake, gear stick, heat/air conditioner controls, navigation / radio controls (if used), visor, rear view mirror (if adjusted), seat belt clip, radio mouthpiece (if applicable)	Wipe with sanitising wipe or cloth containing sanitising spray.	Driver change over
Internal – Passenger	Handles, railings, customer assistance/stop buttons, myki touch on, windows, window ledges, luggage racks, hard surface seats/seat frames, toilets	Surfaces are to be wiped to ensure they are free from dirt, dust, film and residue and then sprayed with COVID-19 sanitising spray or sanitising wipe.	Daily

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

## 9. Cleaning guideline for confirmed case of COVID-19

### Management of cases

The management of cases is not covered in this guideline. Refer to your organisation's relevant procedure / guideline for the process on managing confirmed COVID-19 cases. Processes should be in place for managing staff members as well as customers on the network.

### Isolating areas

The below process applies to any work areas, equipment or vehicles that are identified as requiring sanitisation following the identification of a confirmed case to ensure no unauthorised access is made to the area.

#### Buildings

- Immediately close off the office or area, using any of the below methods:
- Close and lock the door(s). Use warning tape or similar as required to ensure quarantined areas are clearly identified.
- Keys to be provided to the area manager.
- Where there are no doors, clearly demarcate the area using warning tape and signage.
- Where a specific floor(s) requires isolating in an office building, consultation must be undertaken with the building manager.

#### Vehicles and plant

- Vehicles should be in a specific area, away from regular parking and clearly marked not for use.
- Lock out tags can be applied according to procedure.
- Keys to any vehicle should be held by the manager.
- Consider how the cleaning effluent will be disposed of when selecting the quarantine location. Try to place the quarantine area near rainwater drains or facility that can take cleaning effluent. Cleaning effluent must run to a suitable location.

### Cleaning and disinfection

An enhanced cleaning procedure should be carried out on work areas, equipment and vehicles that had been isolated earlier. Where available, process can be undertaken by the organisation's cleaning contractor. Where a contractor is not available, cleaning can be undertaken by a staff member, under the advice of the HSE Team (or CMO) and strict adherence to PPE requirements.

#### Safety and PPE for cleaning

Minimise the number of people who access the isolated area.

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### CLEANING GUIDELINES

The following PPE must be worn when accessing and cleaning an area of a confirmed case:

- Surgical or P2 mask
- Gloves
- Eye protection, such as protective goggles or face shield.

Use an alcohol-based hand sanitiser before and after wearing gloves.

#### Buildings

- Where the area is not operationally required, close off areas used by the identified person(s). To minimise the potential exposure to respiratory droplets, wait as long as practical (up to 24 hours if possible) before beginning cleaning and disinfection.
- Open outside doors and windows to increase air circulation in the area.
- Clean and disinfect all areas used by the identified person(s) focusing especially on frequently touched services identified in Section 8.
- Clean surfaces with detergent or soap and water prior to disinfection (excluding where electrical hazards exist). Detergents are key to breaking down the layers of dirt and dust to allow disinfectants to work.
- For disinfection, diluted household bleach solutions or alcohol solutions with at least 70% alcohol should be used. Use the products as outlined above and in the same manner, i.e. leave on the surface for a period of time before wiping away.
- For soft surfaces such as carpets, rugs, drapes or curtains, remove any visible contamination with suitable cleaning products. Once cleaned, either launder the items in accordance with manufacturer's instructions, ensuring these items are not shaken first, or use disinfection solutions.

#### Vehicles and plant

- The outside of the vehicle should be washed using standard car washing equipment and process.
- Clean and disinfect all areas of the interior of the vehicle, focusing especially on frequently touched services identified in Section 8.
- For disinfection, diluted household bleach solutions or alcohol solutions with at least 70% alcohol should be used. Use the products as outlined above and in the same manner, i.e. leave on the surface for a period of time before wiping away.
- For soft surfaces such as seats, remove any visible contamination with suitable cleaning products.

**Information current as of 29 September, 2020**

**For further information, please contact:**

Alana Clarke  
Network Operations  
Department of Transport  
0409 123 347  
[alana.x.clarke@transport.vic.gov.au](mailto:alana.x.clarke@transport.vic.gov.au)