

05 February 2020

Dear Sir / Madam,

### **SANITATION AND HYGIENE ADVISORY**

To date, the Ministry of Health has confirmed several cases of the Novel Coronavirus (2019-nCoV) infection. To ensure good environmental hygiene, and minimise any risk of transmission of the Wuhan virus, premises owners and operators of publicly accessible places and those with communal living areas must take extra precautionary measures to ensure high standards of personal and public hygiene within their premises.

2 The National Environment Agency (NEA) strongly urges all stakeholders to maintain high standards of sanitation and personal hygiene to minimise any risk of transmission of the Novel Coronavirus. We enclose, with this letter, the advisory on good sanitation and hygiene practices. Please circulate and/or display the advisory at prominent locations within the premises to remind staff to observe good personal hygiene habits. In addition, we seek your assistance to share the advisory with your stakeholders, contractors, managing agents and other relevant personnel.

3 Should you have any clarifications, please contact NEA using the feedback form available on the NEA website at <http://www.nea.gov.sg/feedback> or myENV mobile applications.

Thank you.

Yours sincerely,

Tony Teo  
Director  
Environmental Public Health Operations Department  
National Environment Agency

*This is a computer-generated letter. No signature is required.*

03 February 2020

Dear Sir/Mdm,

## **Sanitation and Hygiene Advisory for Managing Agents of Condominiums and Commercial Premises**

1 To date, the Ministry of Health has confirmed several cases of the 2019 novel coronavirus (2019-nCoV) infection. In view of the situation, the National Environment Agency (NEA) strongly urges all stakeholders to take precautionary measures to maintain high standards of sanitation and personal hygiene to minimise the transmission of the novel coronavirus (nCoV)

2 Managing agents of condominiums and commercial premises are advised to maintain high standards of hygiene and cleanliness to safeguard everyone's health and instill confidence in the public.

3 The NEA advises the following **good practices to be implemented immediately**:

### **a) Personal Hygiene**

Staff and contractors servicing the premises should be reminded to:

- Monitor their temperature regularly.
- Report to their supervisor, see a doctor and stay away from fellow colleagues if they are unwell.
- Wear a mask if they have a cough or runny nose.
- Cover their mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately. Wash hands thoroughly with soap and water.
- Practise good toilet habits (e.g. flush toilets after use).
- Practise good personal hygiene (e.g. wash hands with soap and water before and after meals, after clean-up is carried out, after handling refuse or other dirty items, and after visiting the toilet).
- Use gloves when carrying out cleaning work and when handling waste.
- Refrain from touching their exposed body parts such as face and arms with soiled gloves.

### **b) Housekeeping/Refuse Management**

- Assign a team of workers to carry out cleaning and housekeeping daily.
- Disinfect frequently touched areas such as handrails, lifts' buttons, door knobs, letter box, notice boards, digital displays, touch screen panels and tables and chairs in the common areas with disinfectant regularly.

- Ensure refuse bins are covered at all times and cleared daily. Tie refuse contained in plastic bags properly before disposal at the bin centre.
- Clean up any refuse spillage immediately.
- Wash and disinfect all refuse bins, bin chambers and bin centres where necessary.
- Engage licensed waste contractors to remove refuse daily.

Managing agents and cleaning contractors are encouraged to:

- Soak cleaning cloths in household bleach at the proper concentration and wash the cloth before reuse.
- Clean and disinfect all cleaning equipment immediately after use.

### **c) Toilets**

- Disinfect frequently touched areas such as water taps, door/towel/cistern handles, seats and cover flaps, wash basins, door knobs, buttons and switches with disinfectant regularly.
- Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.
- Ensure toilet-flushing apparatus is functioning at all times.
- Ensure that all sanitary pipes and fittings are in good working condition.

### **d) Pest Control Programme**

- Check the site daily and remove all potential vector breeding sites.
- Look for signs of pest infestation such as rodent droppings or burrows and cockroach droppings.
- Engage a registered vector control operator to implement a pest control programme for the site.

### **e) Ventilation System**

- Inspect, clean and maintain all ventilating and air-conditioning systems regularly, in particularly for small and confined areas such as lifts and toilets.
- Clean and disinfect cooling towers regularly, if applicable.

### **f) Swimming/Spa pools**

- Ensure residual chlorine level in the water is maintained between 1 and 3 ppm at all times.
- Ensure entire pool area, spas, steaming rooms and cooling berths are free of litter and pest.
- Remind pool users to shower before entering the pool.
- Remind users not to use the facilities if they are feeling unwell.

### **g) Indoor / Sports Facilities and Playground**

- Disinfect indoor exercise equipment, playground sets, and frequently touched areas with disinfectants daily.
- Ensure the premises is free of litter and pest.
- Increase rate of ventilation to allow as much fresh air into the room.

- Remind users to clean the equipment after use.

4 We seek your cooperation in implementing the above practices.

## **NATIONAL ENVIRONMENT AGENCY**

*Revised on 03 February 2020*

*First released on 31 January 2020*