

# STANDARD OPERATING PROCEDURE

SAFETY Everyone. Everywhere. Every day

## HYGIENE MAINTENANCE

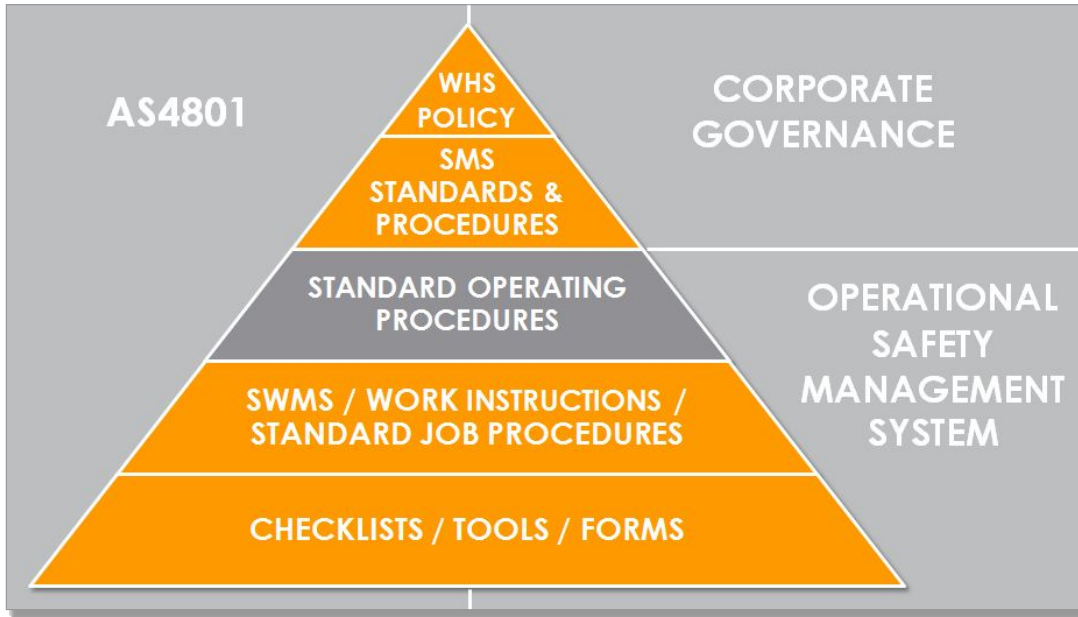
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# 1. SMS DOCUMENT HIERARCHY



## 2. PURPOSE

This Standard Operating Procedure (SOP) documents Queensland Urban Utilities' (QUU) approach to the management of hygiene practices at QUU controlled workplaces.

The overall purpose of this procedure is to ensure that risks associated with hygiene related issues are adequately managed in order to minimise the risk of injury or harm to workers. This includes ensuring that appropriate hygiene practices are adopted across QUU.

## 3. SCOPE

This SOP provides practical guidance on how to manage health and safety risks associated with hygiene. This procedure applies to all QUU staff, including contractors and other persons on QUU-controlled worksites.

## 4. DEFINITIONS AND ACRONYMS

**Bio-solids:** the solid or semi-solid residue resulting from the treatment of wastewater. The bio-solids are nutrient-rich organic material and when treated and processed, can be reused for different applications depending on its quality (such as land application).

**Manager:** as per QUU naming conventions, the Manager who has direct responsibility for the activity being performed or the area the activity is occurring in.

**Microorganisms:** living organisms (such as bacteria, fungi, viruses) that are too small to be seen with the naked eye but are visible under a microscope.

**PPE:** acronym for Personal Protective Equipment.

**Supervisor/PICOW:** term used for any QUU employee who acts or is appointed as a Supervisor, Coordinator or Team Leader within QUU.

**WHSMS:** acronym used for QUU's Work Health & Safety Management System.

**WHS:** acronym used for Work Health and Safety.

**Worker:** employees, contractors, subcontractors, outworkers, apprentices and trainees, work experience students, volunteers and PCBUs who are individuals if they perform work for the business.

## 5. ROLES AND RESPONSIBILITIES

Outlined below are responsibilities specific to hygiene requirements at all QUU workplaces and controlled sites.

### 5.1 QUU EXECUTIVE

QUU Executive and Senior Management (CEO, ELT, General Managers – Officer and Non-Officer Appointed) are responsible for overseeing and ensuring the implementation of the requirements of this SOP and related procedures within their respective functional areas. This includes ensuring all sites have appropriate hygiene facilities, services and resources to ensure that risks associated with hygiene are adequately managed to minimise the risk of illness or harm to workers.

### 5.2 MANAGERS

Managers in all operational areas and QUU worksites are responsible for ensuring the review and management of risks associated with hygiene. This includes:

- Provision of appropriate resources for the decontamination of clothing and equipment, wash stations and anti-bacterial soaps;
- Provision of resources for the appropriate selection of PPE as outlined within a risk assessment processes; and
- Ensure all workers are aware of this Hygiene Maintenance standard operating procedure and have access to appropriate resources.

### 5.3 SUPERVISORS/PICOW

Supervisors/PICOW and Team Leaders in all operational areas and QUU worksites are responsible for ensuring that risks associated with hygiene are managed including:

- Adequate facilities for laundering and showering at high-risk sites;
- Make available to workers appropriate PPE; and
- All workers and contractors are aware and comply with the requirements of this SOP.

### 5.4 WORKERS

All workers shall ensure that they:

- Follow the guidelines of this Hygiene Maintenance SOP and related procedures;
- Report incidents to their supervisor/PICOW, and
  - Follow the Illness/injury management procedure; and
  - Complete a QUU WHS Incident Report form in accordance with QUU WHS incident reporting procedures.

### 5.5 CONTRACTORS

At all times when performing work on a QUU site or for/on behalf of QUU, contractors should have available hygiene resources e.g. hand sanitiser and know where wash station(s) are located in the event of possible contamination. Contractors must have adequate procedures implemented to ensure workers who are not contaminated and in the event they are, procedures implemented to eliminate illness or harm. All incidents must be reported to the relevant QUU Manager/Project Manager and to their employing / contracting agency in accordance with QUU WHS incident reporting procedures.

## 6. RELATED DOCUMENTS

- WHS Hazard and Risk Management Procedure (PRO363)
- WHS Incident Reporting, Investigation and Escalation Procedure (PRO364)
- Health Management Procedure (PRO367)
- Hazardous Chemicals Procedure (PRO377)
- Plant Procedure (PRO386)

- Facilities Management Procedure (PRO438)

## 7. PROCEDURE

### 7.1 EXPOSURE TO MICRO-ORGANISMS

QUU staff and contactors may come in contact with micro-organisms in sewage, office or laboratory environments through aerosol or mist, splashes or dust.

Exposure to some micro-organisms may pose health risks to QUU workers including contractors. Illnesses can be contracted through:

- Hand to mouth contact during eating, drinking and smoking or by wiping the face with contaminated hands or gloves;
- Skin contact, through cuts, scratches or penetrating wounds. Certain organisms can also enter the body through the surfaces of the eyes, nose and mouth;
- Inhalation; and
- Injection.

### 7.2 HEALTH HAZARDS OF EXPOSURE

Health effects associated with exposure to micro-organisms are related to three groups of disease:

- *Infections* caused by bacteria, parasites or viruses.
- *Allergies* caused by microorganisms that may cause allergic reactions.
- *Poisoning* or harmful effects caused by hazardous chemicals that may be used when working around micro-organisms.

Conditions associated with exposure to micro-organisms include:

- Gastroenteritis;
- Skin and eye infections;
- Tetanus;
- Polio;
- Hepatitis A and or B;
- Weil's Disease; and
- Respiratory illnesses (e.g. occupational asthma).

### 7.3 MANAGING EXPOSURE

QUU will take action to manage their facilities, plant, work environment, work procedures and tasks so as to reduce the risk of exposure so far as is reasonably practicable.

QUU will provide the following to reduce the risk of illness to staff and contractors:

- Washing facilities (e.g. wash points, showers, clothes washing machines and clothes dryers);
- Anti-bacterial soaps/hand sanitisers;
- Nailbrushes;
- Disposable paper towels;
- Suitable personal protective equipment (PPE);
- Education on hygiene practices; and
- Adequate first aid kits [see First Aid SOP (PRO384) for further details].

### 7.4 PPE DISPOSAL

If relevant PPE is deemed unusable from significant contamination, PPE must be disposed of appropriately.

## 7.5 SEWAGE CONTAMINATION

If QUU workers have significant sewage coverage, they should:

- Remove all sewage contaminated clothing (where appropriate);
- Thoroughly wash exposed body parts (refer to Appendix A and B for further information on hand washing);
- Launder all sewage contaminated clothing and relevant PPE (e.g. gloves);
- Clean equipment;
- Wear clean clothing/PPE; and
- Complete an incident report.

## 7.6 PLANT, TOOLS AND EQUIPMENT

The following cross contamination prevention measures must be observed when handling sewage-contaminated plant, equipment and materials:

- At the end of every wastewater job (or at end of shift) tools are to have any clods of soil or coarse matter removed.
- Always assume anything touched by sewage is contaminated.
- All multi-purpose vehicles must have their fresh water tanks checked for capacity and freshness daily. Crew leaders must maintain stock of detergents and disinfectants.
- Wash hand tools and equipment with clean water and disinfectant after touching surfaces or objects that may have been contaminated with sewage. That includes shovels, small hand tools, safety equipment, excavation shutters, pumps and power tools, etc.
- Change out of work clothes that have been directly or potentially contaminated with sewage before commencing a water connection or repair works.
- Disposable or contaminated cloths must be stored in segregated storage or sealed bags on board vehicles. Contaminated items must not be stored in your toolbox where tools may be used for multi purposes.
- Read manufacturers labels on disinfectant products and observe the appropriate safety precautions and follow the manufacturer's directions. Ensure all disinfectants (stock or dilutions) have not exceeded their use by date.
- Shared tools are to be immersed in diluted disinfectant & all surfaces are to be thoroughly cleaned using supplied scrubbing brush & the disinfectant solution.
- Gum boots are to have external surfaces cleaned
- Upon completion dilute disinfectant is to be broad cast over a grassed or vegetated area where it will not enter a drain or waterway.
- If unanticipated circumstances arise & a non-sterilised shared tool is required, the above disinfection process is to occur.
- Refer to the Plant SOP (PRO386) for information relating to plant.

## 7.7 HYGIENE WITHIN FACILITIES

All workers, including contractors must maintain acceptable personal hygiene standards. Hands must be washed and boots cleaned prior to entering QUU facilities including store, depot areas.

## 7.8 PERSONAL HYGIENE

Workers must ensure they adhere to appropriate personal hygiene practices at all times. This includes:

- Washing hands and face when leaving the site and before eating. The correct procedure for hand washing must be followed (refer to Sections 7.6.1 and 7.6.2 below);
- Washing hands after using the bathroom;
- Only taking meals into nominated lunchrooms/open dining areas;

- Not placing fingers or hands in or around mouth, nose, eyes or ears;
- Keeping fingernails short and not biting nails; and
- Protecting open cuts and wounds using dressings.

#### 7.8.1 HAND WASHING PROCEDURE: SOAP AND WATER

1. Remove jewellery;
2. Wet hands thoroughly and lather vigorously using a neutral pH liquid soap for 15-30 seconds;
3. Rub hands palm to palm;
4. Rub right palm over top of left hand with interlaced fingers, and vice versa;
5. Rub palm to palm with fingers interlaced;
6. Rub backs of fingers to opposing palms with fingers interlocked;
7. Rotationally rub left thumb clasped in right palm, and vice versa;
8. Rotationally rub, backwards and forwards, with clasped fingers of right hand in left palm, and vice versa;
9. Rinse under running water;
10. Do not touch taps with clean hands – if elbow or foot controls are not available, use paper towel to turn off taps; and
11. Pat hands dry using paper towel.

Refer to Appendix A for further details.

#### 7.8.2 HAND WASHING PROCEDURE: ALCOHOL-BASED HAND PRODUCT

Alcohol-based hand products are effective against most bacteria and many viruses, however if hands are *visibly* soiled, they must be washed with soap and water.

1. Ensure jewellery has been removed;
2. Apply quantity of alcohol-based hand hygiene product as per manufacturer's recommendations into cupped hand;
3. Rub hands palm to palm;
4. Rub right palm over top of left hand with interlaced fingers, and vice versa;
5. Rub palm to palm with fingers interlaced;
6. Rub backs of fingers to opposing palms with fingers interlocked;
7. Rotationally rub left thumb clasped in right palm, and vice versa;
8. Rotationally rub, backwards and forwards, with clasped fingers of right hand in left palm, and vice versa; and
9. Rub hands together until they are dry. Do not rub off excess product.

Refer to Appendix B for further details.

## 8. REFERENCES

The following references contain information used in the preparation and development of this hygiene maintenance SOP:

- Queensland Work Health and Safety Act 2011
- Queensland Work Health and Safety Regulations 2011

## 9. REVIEW

The hygiene maintenance SOP is to be reviewed every 2 years or earlier if:

- There is an identified risk to business


- A significant safety or serious injury event occurs
- Incident investigation or audit results show that application of the standard fails to deliver the required outcomes
- There are changes in associated legislation
- There is evidence that the standard is not having a positive impact on safety-related KPIs.

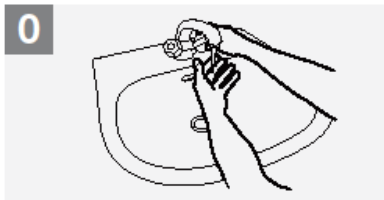
## **10. FURTHER INFORMATION**

For further information, contact your Health and Safety Representative or the QUU WHS Team.

# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 Duration of the entire procedure: 40-60 seconds



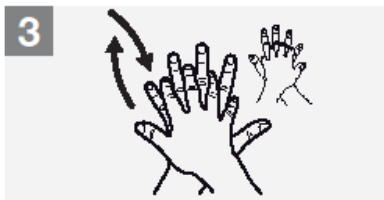
0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



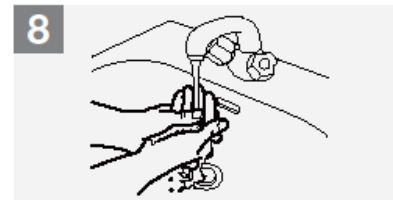
5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;




11 Your hands are now safe.



# How to Handrub?

**RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED**

 Duration of the entire procedure: **20-30 seconds**



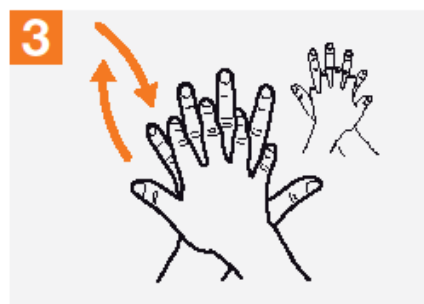
**1a** Apply a palmful of the product in a cupped hand, covering all surfaces;



**1b** Rub hands palm to palm;



**2** Rub hands palm to palm;



**3** Right palm over left dorsum with interlaced fingers and vice versa;



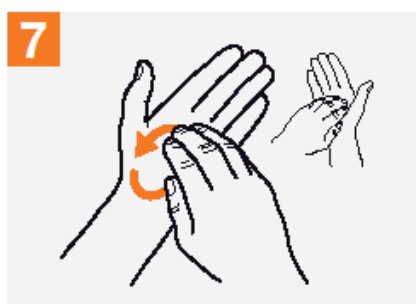
**4** Palm to palm with fingers interlaced;



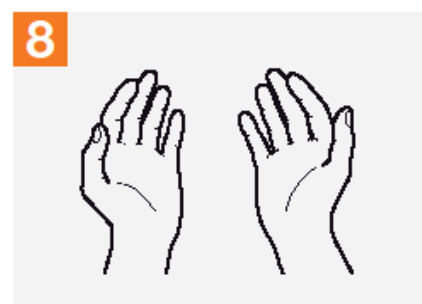
**5** Backs of fingers to opposing palms with fingers interlocked;



**6** Rotational rubbing of left thumb clasped in right palm and vice versa;



**7** Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



**8** Once dry, your hands are safe.