



**ENVIRONMENTAL SOLUTIONS**

**Q&A - ALL ABOUT COVID-19 AND OUR SERVICE:**

Disinfection of surfaces with biocontamination, such as viruses (COVID-19)



# QUESTIONS AND ANSWERS

## **What is meant by disinfection?**

Basically, disinfection is a process in which germs and microorganisms are killed so that you no longer run the risk of infection. The Robert Koch Institute provides clear guidelines for the disinfection of surfaces and rooms that are infected with pathogens. An important part of the process requires surfaces to be visibly wet, with a minimum exposure or dwell time and then the surfaces must be wiped clean.

## **What is the purpose of professional disinfection of rooms and surfaces in connection with corona virus?**

Disinfection of rooms and surfaces in connection with the corona virus serves primarily to protect the user of the room. This protection lasts until a new virus source is brought into the room.

## **What is meant by 'professional disinfection'?**

The goal of professional disinfection, which consists of a combination of wetting surfaces by fogging and wiping the surface afterwards, is to protect users against infection with the corona virus. This can only be achieved reliably if both methods are combined. The use of individual procedures is not sufficient to guarantee complete protection.

## **How are rooms and surfaces professionally disinfected?**

BELFOR combines two methods for the professional disinfection of surfaces. To do this, surfaces are first wetted with chemical fogging equipment and after the required dwell or exposure time, the surface is then wiped with disinfectant. Critical surfaces of objects or documents are treated separately using special procedures. This procedure has been certified by a responsible expert for hospital hygiene.

## **What criteria does BELFOR consider when assessing the risk of infected areas and surfaces?**

Before disinfecting rooms and surfaces, risks are assessed with regard to items and equipment in the area, future users of the space and the personnel undertaking the disinfection. Critical items, equipment, documents and plants are covered or removed from the room where possible before fogging. Areas may also be partitioned off in order to prevent the spread of infection to other areas. It should also be noted that no chemicals are used in a way that could cause long-term danger to people.

## **What processes do BELFOR use to disinfect areas and surfaces?**

BELFOR combines two to three methods for the professional disinfection of areas and surfaces. Firstly, surfaces are wetted using chemical fogging equipment, and after an appropriate exposure/dwell time, these surfaces are disinfected using hand-wiping methods. In principle, BELFOR also offers individual procedures, but it should be noted that using only one of these processes alone does not guarantee professional disinfection.

**Are there differences due to different room furnishings, room uses or surface materials?**

Different room furnishings, room uses or surface materials are taken into account in that these areas are covered or removed as far as possible before the disinfection measures. These areas are treated with specialised procedures following the normal procedure.

**Is there a minimum level of disinfection? What does the choice of methodology depend on?**

For successful, professional disinfection there is only the combination of methods that provides a guaranteed level of protection.. It may be possible to provide individual procedures to meet specific requirements but it should be noted that this will not guarantee a successful disinfection process.

**What disinfectants does BELFOR use?**

All chemicals used by BELFOR are registered accordingly. For coronavirus disinfection BELFOR only uses recommended and approved disinfectants. The disinfectants used by BELFOR are used in such a way that they will cause no harm to our customers or our people and the environment. They will also leave no harmful residues.

**How does BELFOR protect its employees?**

The protection of BELFOR's employees is one of the company's highest priorities, and employees are provided. All operational staff are trained in the correct and safe use of personal protective equipment (PPE) and specific health and safety protocol associated with disinfection services. All staff are provided with the appropriate personal protective equipment to be able to work on both coronavirus related and normal projects.

**How quickly can rooms be used again after disinfection?**

After a professional disinfection measure, the rooms can be used again immediately after dismantling the work equipment. After applying individual procedures such as chemical fogging or ozoning it usually takes 30-90 minutes before the rooms can be used again.

**Can disinfection work be carried out during a shift change for example?**

For decades, BELFOR has been working with businesses to keep interruptions caused by damage as short as possible. We will always work with the customer to design a programme of works that meets their requirements, including how to minimise any disruption to their normal daily activities. In certain circumstances this may be unavoidable however and temporary shutdowns or other measures may be necessary to carry out the disinfection work.

**How long does the effect of a professional disinfection last?**

The effect of a professional disinfection measure ends when a new source of infection is brought into the building. This will of course depend on how the building is used.

**What happens with the virus during professional disinfection?**

In a professional disinfection process, the virus is killed and then removed (by the subsequent wiping process).

**What expertise does BELFOR bring to the disinfection of rooms and buildings?**

BELFOR has been active in the field of decontaminating surfaces after contamination with hazardous substances for decades. As a result, the company has extensive experience in dealing with personal protective equipment and hazardous substances such as asbestos, mould or other micro-organisms. BELFOR has been active in industrial companies that also have very special requirements for hygiene and other areas, such as semiconductor or food production.

**How does BELFOR train employees to implement professional disinfection?**

BELFOR employees work to rigorous health standards, use personal protective equipment and work with hazardous substances on a daily basis. As such our staff are generally well prepared for decontamination and disinfection work relating to the corona virus. In addition, all operational staff undertaking coronavirus related decontamination and disinfection works are trained in the correct and safe use of specific personal protective equipment (PPE) and health and safety protocol associated with this type of work.

**How do you ensure that disinfection does not cause damage to technical equipment such as electronics?**

Damage to technical equipment caused by disinfectants is prevented in a number of ways. BELFOR has been producing its own disinfectants for decades and therefore has expert knowledge in this field. BELFOR is also very experienced in handling electronics and other equipment. We understand exactly how sensitive they are and have developed specific procedures to manage them accordingly. Our disinfection protocol, (developed by our own research and development department) also ensures that the corresponding surfaces are treated accordingly.

**Why can BELFOR also carry out disinfection on ships, and especially on complex cruise ships?**

For many years, BELFOR has been involved in the disinfection of ships with specialised teams. Regardless of whether its fire damage or a water damage, BELFOR is very experienced in marine and offshore restoration and recovery.

**In your opinion, what is particularly important for the disinfection of cruise ships?**

Two points are particularly important for the professional disinfection of cruise liners. On the one hand, cruise liners consist of a lot of technology, a wide variety of equipment, complicated air conditioning and ventilation systems. All of which means that a combination of different procedures plays a very important role. Secondly, a cruise ship is a very large object, which means that the traceability of the work plays a very important role. It is particularly important for shipping companies, customers and authorities that the documentation of the previous work is very detailed here. We have already proven this system on the Diamond Princess, which was disinfected by BELFOR in Japan.

**What service levels/responses times do you provide?**

Alternative answer to alternative question: BELFOR has been responding to disasters for many years. We have operational teams ready to respond with resources and logistical capability to support our customers' requirements. We will endeavour to provide customers with our normal response times subject to any specific COVID-19 restraints related to the project.

**Do you provide documentation following completion of the works?**

After the decontamination and disinfection works have been completed, the date, time and type of the individual measures are precisely documented and presented to the customer.

**Does the RED ALERT programme apply to coronavirus decontamination and disinfection services?**

Yes. Whilst we have adapted and developed specific protocol related to the coronavirus this type of work is not new to BELFOR. RED ALERT customers will benefit from a priority response, response times and access to expertise and resources over non-RED ALERT members as normal. RED ALERT customers also have access to additional services such as Business Continuity services, Familiarisation Visits & Surveys to ensure they manage the associated risks and have effective response and recovery plans in place relating to the coronavirus.

**Do BELFOR provide certification for decontamination and disinfection works?**

BELFOR does not certify its own work. Our methodology, chemical used and health and safety protocol have been approved by independent experts as effective in removing SARS-Cov-2. As such all work carried out in accordance with the BELFOR protocols will guarantee effective disinfection. If customers require independent certification, monitoring or testing this should be discussed with the BELFOR Project Manager.

**How are BELFOR employees paid for their work on COVID-19 disinfection?**

As a matter of principle, only employees who have volunteered specifically are used to undertake this type of work. The normal hourly rates apply. In addition, for additional work difficulties, such as longer working hours, different working hours and the use of personal protective equipment, additional payments are made, which are regulated by an in-house collective agreement.

