

衛生指引願遵守，預防措施必定有

客戶努力齊同心，大廈安全又衛生

天天清潔加記錄，人多地點更留神

衛生設備不會缺，你我使用得放心

空氣流通處處是，蟲鼠污垢不再現

消毒服務一站式，住戶員工更舒適

員工探熱並記錄，一有徵狀必上報

口罩洗手清潔服，人人一定做得到

電梯扶手升降機，加強清潔和消毒

污水垃圾善處理，清潔員工盡本份

衛生標示到處見，同心合力齊抗炎

溝通拉近人與人，員工住戶心連心

大眾合力保衛生，凝聚公民責任心



樓宇 (包括屋苑、公共屋邨、私人樓宇、商場、會所及商業樓宇等)

「守望相助，安居樂業」。擁有清潔衛生的社區、安全健康的生活環境是廣大市民的希望。我們承諾共同建設一個健康衛生的居住環境，建立和諧的鄰里關係，培養居民對社區的歸屬感與責任感，一起行動，同心實踐「衛生約章」。

疫情時期

- 按衛生當局發出的指引，制定預防及處理傳染病之應變措施，並定期作出評估
- 所有管理及清潔員工每天自行探熱並加以記錄，以及向管理層報告任何有關傳染病的徵狀，例如發燒、腹瀉、劇烈頭痛或肌肉酸痛等，盡快診治；有需要時，管理層會配合衛生署的隔離措施，為員工提供協助，讓員工安心休息
- 在傳染病爆發期間，由住戶、業主立案法團或物業管理公司組成專責小組，負責留意傳染病的發展，制定應變措施，統籌和執行屋苑、屋邨、住宅大廈的公眾地方清潔及消毒
- 日常清潔公眾地方時，使用1:99稀釋家用漂白水，或在適當的情況下使用高壓熱水噴射洗濯機。如地方或設施被嘔吐物或排泄物弄污，立即用1:49稀釋家用漂白水清洗消毒，及保存每次清潔記錄
- 每天清洗及拭抹大堂入口範圍至少四次，確保大堂入口清潔及衛生。特別注意門柄、扶手、管理處更亭、詢問處櫃檯、公用電話、信箱、密碼開關按鈕及對講機等。此外，考慮加強以下措施：
 - 放置浸透1:99稀釋家用漂白水之地毯
 - 確保大堂通風良好
 - 在出入口放置腳踏式有蓋垃圾桶，供人棄置用過的口罩
 - 於當眼處張貼衛生告示或標語，提醒注意個人衛生，例如在使用升降機、公共電話及對講機時戴上口罩、避免在大堂及升降機內高談闊論等
- 每天至少四次清潔及消毒升降機及扶手電梯，必要時會考慮加強以下措施：
 - 加強按鈕清潔的次數
 - 用透明膠紙覆蓋按鈕，以方便徹底清潔
 - 定期清潔抽氣扇並保持其性能良好

- 每天至少一次清洗及拭抹公眾地方的牆壁及地面，並確保沒有垃圾堆積，包括走廊、樓梯、升降機等候處、商場、街市及停車場等。定期檢查大廈天井、後巷及簷篷的衛生狀況，並清理堆積的垃圾、消毒及進行防蟲、防鼠工作
- 每天加強清洗公眾地方的坐椅、休憩設施或屋苑會所內的設施；並加倍關注屋苑內的兒童遊戲設施
- 家居及寫字樓方面，每天以1:99稀釋家用漂白水清潔及消毒，特別注意經常接觸的地方及物品，例如門柄、窗戶扶手、地板及地毯、按鈕、電話、椅桌、玩具、電腦鍵盤、滑鼠、搖控器等
- 清潔廚房時，除一般煮食用具和餐具外，特別留意地板、水龍頭、櫃門柄、微波爐或焗爐按鈕、爐具及抽油煙機按鈕、電水煲手柄及按鈕、排水口、垃圾桶等位置的清潔
- 以1:99稀釋家用漂白水清潔廁所，特別留意花灑頭、水龍頭、廁所板、水箱抽水掣、浴缸、浴簾、洗手盆、地板、櫃門柄、洗衣或乾衣機按鈕、污衣籃、排水口、垃圾桶等的清潔及消毒，並在洗手間提供視液、抹手紙；提醒在沖廁前先蓋上廁座蓋板，避免污水濺出及每天用稀釋家用漂白水灌入排水口
- 把垃圾放進有蓋垃圾桶內，將桶蓋好，清理垃圾時先將垃圾膠袋密封；清理後徹底清潔雙手
- 為加強溝通，將各項設施的清潔措施或次數，透過張貼標示、發通告、通訊等途徑，告知住戶及業主，並提倡互助精神，共同抗疫
- 每天清洗垃圾房範圍及設施至少兩次，並確保清潔工人妥善地清理垃圾
- 所有管理及清潔員工在任何工作時間，均正確地配戴口罩

持久目標

- 定期檢查、維修、清潔樓宇之通風及排污系統，以保持走廊、公用室內場地及樓梯間之空氣清新、流通
- 檢討並訂定不同公眾地方設施的清潔次數及程序，切實推行環境衛生工作
- 除了保持單位的清潔衛生外，居民及用戶要負起公民責任，維護大眾的環境衛生，例如不隨地吐痰、不隨便棄置垃圾、不高空擲物、舉報衛生黑點及參與全民清潔行動等
- 設立有效的途徑，加強管理單位與用戶之溝通，互相配合，保持公眾衛生



Buildings (including private and public housing estates, residential buildings, private club facilities, children's playgrounds, commercial buildings and shopping centers)

Helping one another, enjoying a prosperous life. A hygienic and safe living environment is a wish of all members of the public. We are committed to promoting a healthy and harmonious community and inspiring social responsibility of each individual in the community. By uniting and pledging to adhere to the Hygiene Charter, the Buildings sector is committed to Hong Kong and safeguarding the health of the public.

High-risk period

- Develop preventative and contingency measures for tackling infectious disease in line with guidelines from the health authorities and conduct regular assessments.
- All cleaning staff should check their body temperature before going to work and advise employers promptly if they develop symptoms of communicable disease such as fever, malaise, chills, headache and body ache. In line with the Department of Health directives for employers on health reporting and quarantine measures, employers should provide assistance for employees if they fall ill.
- To combat the outbreak of the disease, central task forces comprising residents and associations of incorporated owners and property management committees, should be set up to monitor developments of the disease and develop and implement contingency measures, such as cleaning and sterilization of public areas.
- Clean and disinfect public areas with diluted household bleach (1 part bleach mixed with 99 parts water). If necessary, use high pressure hot water jets as appropriate. If areas are contaminated with vomit, clean and disinfect with diluted household bleach (mixing 1 part of bleach with 49 parts water). Maintain records.
- Clean and disinfect main entrance lobbies at least four times a day, paying special attention to door handles, handrails, security guard booths, inquiry counters, public telephones, letter boxes, security locks and intercom systems. Consider the following precautions:
 - Place floor mats soaked with diluted household bleach (mixing 1 part of bleach with 99 parts water)
 - Maintain good ventilation indoors
 - Place foot-pedal trash bins at the main entrances for the disposal of used face masks
 - Place health posters at prominent positions and urge residents to take precautionary measures such as wearing face masks when using lifts, telephones and intercom systems. Avoid talking in the lift lobbies and in lifts.
- Clean and disinfect lifts and escalators at least four times a day. Step up the following precautions if necessary
 - Clean all call buttons frequently
 - Cover all buttons with a plastic wrap
 - Clean ventilation fans regularly to maintain their proper functioning

- Clean and disinfect walls and floors of the public areas at least once a day. Ensure refuse does not accumulate in common areas such as corridors, rear staircases, lift lobbies, shopping centers, markets or car parks. Maintain good public hygiene in lift wells, rear alleys, and canopies. Dispose accumulated refuse and engage pest control if necessary.
- Step up cleaning in public areas such as seats, resting areas or club facilities. Pay special attention to children's playgrounds and facilities.
- Clean and disinfect frequently with diluted household bleach (1 part bleach mixed with 99 parts water), commonly used equipment in households and offices such as door handles, windows, handrails, floors and carpets, buttons, telephones, tables and chairs, toys, computer keyboards, computer mouse and remote controls.
- In kitchens, clean and disinfect all cooking and eating utensils, floors, water taps, door handles, microwave oven buttons, ovens, cooking appliances, range hoods, handles, boilers, floor drain outlets and trash bins.
- Clean and disinfect toilets in households with diluted household bleach (1 part bleach mixed with 99 parts water). Pay special attention to shower heads, faucets, toilet lids, flush handles, bath tubs, shower curtains, sinks, floors, drawer handles, buttons of washers and dryers, laundry bins, floor drain outlets and trash bins. Provide liquid soap and disposal tissue paper. Flush only when the toilet is covered to avoid splashing. Clean drains with diluted household bleach.
- Dispose of waste into foot-pedal trash bins and seal trash bags properly. Wash hands thoroughly afterward.
- Display notices and newsletters regarding sterilization measures. Promote co-operation in combating the disease.
- Wash refuse collection chambers and related facilities at least twice a day and ensure that waste and junk are disposed off properly.
- All duty cleaning staff should always wear face masks.

Long-term objectives

- Constantly review, amend and clean the ventilating system and toilet flushing apparatus, allowing plenty of fresh air into corridors, public areas and staircases.
- Review and implement cleaning and disinfecting procedures in public areas.
- Maintain good household and social responsibility by not spitting, littering, dumping; identifying hygiene black spots and participating in territory-wide cleansing campaigns.
- Open up channels of communication with property management teams and promote hygienic environment for staff and customers.