

REYBIRD  
CHARTER



**HARBOUR CITY**  
一個海港，只有一個 **海港城**

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# Hygiene Charter

**We are all committed to providing tenants and shoppers with clean, comfortable, safe, quality service, in particular SARS free environment.**

**By uniting and pledging to adhere to this Hygiene Charter, we are all committed to safeguarding the health of Staff, Tenants and Shoppers.**

# HYGIENE CHARTER

## *During the Period when Government's Overall Response System- "Precautionary Level" is up*

### *Guidelines for keeping Wharf Property a safe and hygienic working and shopping environment*

#### **1. Personnel**

##### **1.1 Front line staff**

- 1.1.1** All front line staff should report to their immediate superior promptly if they develop symptoms of high fever, headache and body discomfort. They should consult the doctor immediately and stay home until the symptoms have cleared.

#### **2. Podium**

##### **2.1 Shopping Centre**

- 2.1.1** Hygiene service stations (Appendix I) and auto sensor dispensers (Appendix II) which provide the shoppers and the visitors with the free trial of Disinfectant-alcohol gel are set at the strategic locations through out the shopping centre aiming to provide added service to our valued customers for maintaining good hygiene and show our care. Disinfectant wipes are also available at the selected convenient location of the shopping centre.

- 2.1.2** Facemasks are available for giving out to the shoppers at Shoppers Care Centre and Information Counters.

- 2.1.3** Technical team members arrange to

- Change the air filters of all primary air units (PAU) periodically.
- Clean the exhaust fans to ensure good air exchanges and proper functioning of the system periodically.

- 2.1.4** Hygiene Service Team comprises of about 4 cleaners supervised by a building inspector to

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- Clean all lift buttons & panels, hand rails, seating benches, door handles, keyboards of e-stations, litter bins with disinfectant wipes. Each piece of disinfectant wipe is used to clean one item only. The used wipe should be disposed in a plastic bag and separated from the general refuse.
- Wipe dry all the above listed facilities with the clean paper towel. The used paper towel should also be disposed in a plastic bag and separated from the general refuse as well.

If the disinfectant wipe is not available, the cleaning should be done by a clean white terry cotton cloth soaked with “Disinfectant Plus” solution and if “Disinfectant Plus” solution is not available, 1:99 diluted household bleach solutions can be used, i.e. adding 1 part of bleach to 99 parts of water. Cleaning cloth has to be changed after one round of the cleaning is done and disposed in a plastic bag which should be separated from the general refuse.

#### 2.1.5 Toilet cleaning

- One set of cleaning tools is used exclusively for a single toilet. It should not be shared for the cleaning of another toilet. These tools are:
  - i. Clean white terry cotton towel which is used to wipe down the counter top and the mirror only. The cloth is disinfected by “Disinfectant Plus” solution every time after it is used.
  - ii. Broom and dust pan.
  - iii. Cleaning gloves.
  - iv. Scrubbing pad.
  - v. Mop and bucket.
- Each toilet seat cover should be disinfected by a disinfectant wipe and wiped dry with a paper towel. No cleaning cloth should be used for hygiene purpose.
- The taps and any other surfaces easily touched by the public should be wiped with disinfectant wipe as well. But remember not to use the same wipe or paper for the different item.
- The cubicles, walls, counter top and the floor should be cleaned with “Disinfectant Plus” solution, rinse with water and wipe/mop them dry. Paper towel should be used for drying except the floor. If places dirtied with filth (e.g. vomits, overflow from toilet bowl), concentrated “Disinfectant Plus” solution should be applied.

- The floor drain should be flushed every day with at least one litre of “Disinfectant Plus” solution.

#### **2.1.6 Escalator Cleaning**

- Each rubber hand rail should be wiped with disinfectant wipe every 4 hours during business hours or as and when required.
- The kick panels and glass panels should be cleaned with clean white terry cotton towel soaked with “Disinfectant Plus” solution .

#### **2.1.7 Public area cleaning**

- Prompt actions should be taken within a week to clean all corridors, staircases and public areas with “Disinfectant Plus” solution, rinse with water and then mop them dry.
- Thereafter, same exercise should be repeated once every week.

### **2.2 F & B Outlets**

#### **2.2.1 Drainage- Kitchen Discharge**

- A thorough kitchen discharge pipe clearance is to be conducted yearly mop them dry.

#### **2.2.2 Kitchen Fresh Air Maintenance**

- A thorough kitchen fresh air fan maintenance is to be conducted half yearly.

#### **2.2.3 Sitting Area Fresh Air Maintenance**

- A thorough cleaning to fresh air fans is to be conducted half yearly .

#### **2.2.4 Back of House Cleaning**

- Routine cleaning 3 times a day.
- Deep cleaning once every week.

#### **2.2.5 Pest Control**

- Pest control to common area is performed by appointed contractor on a monthly basis .

#### **2.2.6 Visual inspection**

- Visual inspection to all F & B outlets is to be conducted every two months to ensure the operators are maintaining good hygiene standard.
- Hygiene advice will be given to the operator who can not reach the required hygiene standard.

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### 3. Office Towers

3.1 Hygiene Service Team comprises of about 2 cleaners supervised by a building inspector per tower to

- Clean all lift buttons & panels, hand rails, door handles with disinfectant wipes. Each piece of disinfectant wipe is used to clean one item only. The used wipe should be disposed in a plastic bag and separated from the general refuse.
- Wipe dry all the above listed facilities with the clean paper towel. The used paper towel should also be disposed in a plastic bag and separated from the general refuse as well.

If the disinfectant wipe is not available, the cleaning should be done by a clean white terry cotton cloth soaked with “Disinfectant Plus” solution and if “Disinfectant Plus” solution is not available, 1:99 diluted household bleach solution can be used, i.e. adding 1 part of bleach to 99 parts of water. Cleaning cloth has to be changed after one round of the cleaning is done and disposed in a plastic bag which should be separated from the general refuse

3.2 Assist the tenants to open the movable window upon request.

3.3 Hygiene service station will be placed at each main office lift lobby to provide convenience to the office tenants.

3.4 Technical team members arrange to

- Change the air filters of all primary air units (PAU) periodically .
- Clean the exhaust fans to ensure good air exchanges and proper functioning of the system periodically .

### 3.5 Toilet cleaning

- A Clean white terry cotton towel which is used to wipe down the counter top and the mirror only should not be shared with other toilet. The cloth needs to be disinfected by “Disinfectant Plus” solution every time after it is used.
- Each toilet seat cover should be disinfected by a disinfectant wipe and wiped dry with a paper towel. No cleaning cloth should be used for hygiene purpose.
- The taps and any other surfaces easily touched by the public should be wiped with disinfectant wipe as well. But remember not to use the same wipe or paper for the different item.

- The cubicles, walls, counter top and the floor should be cleaned with “Disinfectant Plus” solution, rinse with water and wipe/mop them dry. Paper towel should be used for drying except the floor. If places dirtied with filth (e.g. vomits, overflow from toilet bowl), concentrated “Disinfectant Plus” solution should be applied .
- The floor drain should be flushed every day with at least 1 litre of “Disinfectant Plus” solution .

### **3.6 Lift car cleaning**

- All lift buttons & panels, doors, walls and floor should be cleaned with a clean white terry cotton towel soaked with “Disinfectant Plus” solution
- Afterwards, cleaned with disinfectant wipes and dried with paper towel
- This deep cleaning should be carried out three times a day at the following time periods  
0930 hour – 1000 hour  
1430 hour – 1500 hour  
1830 hour – 1900 hour

### **3.7 Public area cleaning**

3.7.1 Same as 2.1.7 above

**3.8** The building inspector should check the functioning of the exhaust fan inside each lift car weekly to ensure adequate airflow can be maintained.

**3.9** A step by step cleaning/ sanitation work procedures written in Chinese are attached herewith (Appendix IV) to list out the basic steps and requirement which each Hygiene Service Team member should comply.

## **7. Car Park & Loading Bay**

- 4.1** inspect and clean the surface channel on a monthly basis to prevent accumulation of debris and ensure no blockage is made.
- 4.2** inspect the condition of the manhole on a monthly basis and perform cleaning when required.
- 4.3** inspect the condition of the fresh and exhaust air system on a monthly basis and make necessary maintenance and repair.
- 4.4** Pest control must be conducted on a monthly basis.



## **5 Plant Rooms and Building Services Rooms**

- 5.1** The floor drain must be flushed with at least one litre of Disinfectant Plus solution at least once a month.
- 5.2** Pest control must be conducted on a monthly basis.

# HYGIENE CHARTER

## *During the Period when Government's Overall Response System- "Level I" is up*

### *Guidelines for minimizing the threat from SARS in Wharf Property*

#### **1. Personnel**

##### **1.1 Front line staff**

- 1.1.1** All front line staff should check their body temperature before reporting duty and advise the immediate superior promptly if they develop symptoms of high fever, headache and body discomfort. They should consult the doctor immediately and stay home until the symptoms have cleared.
- 1.1.2** All front line staff including Customer Services Ambassadors, Building Inspectors, Cleaners and Security Guards must wear facemasks provided by the company. The facemasks should be changed daily or as and when required. Disposable gloves are also provided for added protection against infections.

#### **2. Podium**

##### **2.1 Shopping Centre**

- 2.1.1** Hygiene service stations (Appendix I) which provide the shoppers and the visitors with the free trial of Disinfectants like alcohol gel and hand wipes are set at the strategic locations through out the shopping centre aiming to provide added service to our valued customers for maintaining good hygiene and show our care.
- 2.1.2** Facemasks are available for giving out to the shoppers at Shoppers Care Centre and Information Counters.
- 2.1.3** At least one pair of glass doors are wedged open at each entrance to the shopping arcade and same as to the entrance door of each public toilet to ensure good ventilation and avoid people from touching the door handles to minimize the chance of cross contamination.

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**2.1.4** Hygiene services Ambassador are deployed to make regular inspection to all retail tenants reminding them to have their staff to wear face masks and gloves if necessary to enhance the health conscious image to the customers. The ambassadors will help measuring the temperature of the retail staff who feels uncomfortable by using thermoscan ear thermometer as illustrated per Appendix V.

**2.1.5** Technical team members arrange to

- Change the air filters of all primary air units (PAU) more frequently.
- Clean the exhaust fans to ensure good air exchanges and proper functioning of the system.
- Spray the disinfectant that is commercially available and certified to be unharmed to human and animals to all air handling units periodically every day.

**2.1.6** Hygiene Service Team comprises of about 8 cleaners supervised by 2 building inspectors to

- Clean all lift buttons & panels, hand rails, seating benches, door handles, keyboards of e-stations, litter bins with disinfectant wipes. Each piece of disinfectant wipe is used to clean one item only. The used wipe should be disposed in a plastic bag and separated from the general refuse.
- Wipe dry all the above listed facilities with the clean paper towel. The used paper towel should also be disposed in a plastic bag and separated from the general refuse as well.

If the disinfectant wipe is not available, the cleaning should be done by a clean white terry cotton cloth soaked with “Disinfectant Plus” solution and if the “Disinfectant Plus” solution is not available, 1:99 diluted household bleach solutions can be used, i.e. adding 1 part of bleach to 99 parts of water. Cleaning cloth has to be changed after one round of the cleaning is done and disposed in a plastic bag which should be separated from the general refuse.

**2.1.7** Toilet cleaning

- One set of cleaning tools is used exclusively for a single toilet. It should not be shared for the cleaning of another toilet. These tools are:

**2.1.7.1** Clean white terry cotton towel which is used to wipe down the counter top and the mirror only. The cloth is disinfected by “Disinfectant Plus” solution every time after it is used.

**2.1.7.2** Broom and dust pan.

**2.1.7.3** Cleaning gloves.

**2.1.7.4** Scrubbing pad.

**2.1.7.5** Mop and bucket.

**2.1.7.5** Cleaning team members arrange to

- Each toilet seat cover should be disinfected by a disinfectant wipe and wiped dry with a paper towel. No cleaning cloth should be used for hygiene purpose.
- The taps and any other surfaces easily touched by the public should be wiped with disinfectant wipe as well. But remember not to use the same wipe or paper for the different item.
- The cubicles, walls, counter top and the floor should be cleaned with “Disinfectant Plus” solution, rinse with water and wipe/mop them dry. Paper towel should be used for drying except the floor. If places dirtied with filth (e.g. vomits, overflow from toilet bowl), concentrated “Disinfectant Plus” solution should be applied.
- The floor drain should be flushed every day with at least one litre of concentrated “Disinfectant Plus” solution. If it is not available, 1:49 diluted household bleach solution can be used.
- The flushing water should be treated with approved disinfecting agent.

**2.1.8** Escalator Cleaning

- Each rubber handrail should be wiped with disinfectant wipe every 2 hours during business hours.
- The kick panels and glass panels should be cleaned with clean white terry cotton towel soaked with “Disinfectant Plus” solution .

**2.1.9** Public area cleaning

- Prompt actions should be taken within a week to clean all corridors, staircases and public areas with “Disinfectant Plus” solution, rinse with water and then mop them dry.
- Thereafter, same exercise should be repeated once every week.
- Fogging method can also be used where deems necessary to ensure effective disinfection.

### 2.1.10 Entrances

- Place three stripes walk on mat (Appendix III) at each entrance to the shopping centre.
- Notice of use should be placed beside the mat visible to the public.
- “Disinfectant Plus” solution should be sprayed on the centre portion of the mat every 30 minutes during the opening hours.

## 2.2 F & B Outlets

### 2.2.1 Drainage- Kitchen Discharge

- A thorough kitchen discharge pipe clearance is to be conducted monthly.

### 2.2.2 Kitchen Fresh Air Maintenance

- A thorough kitchen fresh air fan maintenance is to be conducted monthly.

### 2.1.3 Sitting Area Fresh Air Maintenance

- A thorough cleaning to fresh air fans is to be conducted monthly.

### 2.1.4 Back of House Cleaning

- Routine cleaning 3 times a day.
- Deep cleaning once every week.

### 2.1.5 Pest Control

- Pest control to common area is performed by appointed contractor on a monthly basis.

### 2.1.6 Visual inspection

- Visual inspection to all F & B outlets is to be conducted weekly to ensure the operators are maintaining good hygiene standard.
- Hygiene advice will be given to the operator who can not reach the required hygiene standard.

## 3. Office Towers (Applicable to Harbour City and Times Square only)

3.1 Hygiene Service Ambassadors are deployed to press the lift call buttons for the tenants and visitors at the main lift lobbies as illustrated per Appendix VI during the normal business hours.

3.2 Hygiene Service Team comprises of about 3 cleaners supervised by a building inspector per tower to

- Clean all lift buttons & panels, hand rails, door handles with disinfectant wipes. Each piece of disinfectant wipe is used to clean one item only. The used wipe should be disposed in a plastic bag and separated from the general refuse.

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- Wipe dry all the above listed facilities with the clean paper towel. The used paper towel should also be disposed in a plastic bag and separated from the general refuse as well.

If the disinfectant wipe is not available, the cleaning should be done by a clean white terry cotton cloth soaked with “Disinfectant Plus” solution and if the “Disinfectant Plus” solution is not available, 1:99 diluted household bleach solution can be used, i.e. adding 1 part of bleach to 99 parts of water. Cleaning cloth has to be changed after one round of the cleaning is done and disposed in a plastic bag which should be separated from the general refuse.

**3.3** The air conditioning supply hours have been extended in accordance with the following schedules to ensure better air circulation in the building

- 0730 hour to 1930 hour Monday through Friday
- 0730 hour to 1530 hour on Saturday

**3.4** Assist the tenants to open the movable window upon request.

**3.5** Hygiene service station will be placed at each main office lift lobby to provide convenience to the office tenants.

**3.6** Technical team members arrange to

- Change the air filters of all primary air units (PAU) more frequently.
- Clean the exhaust fans to ensure good air exchanges and proper functioning of the system.
- Spray the disinfectant that is commercially available and certified to be unharmed to human and animals to all air handling units periodically every day.

**3.7** Toilet cleaning

- A Clean white terry cotton towel, which is used to wipe down the counter top and the mirror only, should not be shared with other toilet. The cloth needs to be disinfected by “Disinfectant Plus” solution every time after it is used.
- Each toilet seat cover should be disinfected by a disinfectant wipe and wiped dry with a paper towel. No cleaning cloth should be used for hygiene purpose.
- The taps and any other surfaces easily touched by the public should be wiped with disinfectant wipe as well. But remember not to use the same wipe or paper for the different item.

- The cubicles, walls, counter top and the floor should be cleaned with “Disinfectant Plus” solution, rinse with water and wipe/mop them dry. Paper towel should be used for drying except the floor. If places dirtied with filth (e.g. vomits, overflow from toilet bowl), concentrated “Disinfectant Plus” solution should be applied.
- The floor drain should be flushed every day with at least 1 litre of “Disinfectant Plus” solution.

### 3.8 Lift car cleaning

- All lift buttons & panels, doors, walls and floor should be cleaned with a clean white terry cotton towel soaked with “Disinfectant Plus” solution.
- Afterwards, cleaned with disinfectant wipes and dried with paper towel
- This deep cleaning should be carried out three times a day at the following time periods or as and when required:

0930 hour – 1000 hour

1430 hour – 1500 hour

1830 hour – 1900 hour

### 3.9 Public area cleaning

3.9.1 Same as 2.1.9 above.

3.10 The building inspector should check the functioning of the exhaust fan inside each lift car to ensure adequate airflow can be maintained .

3.11 A step by step cleaning/ sanitation work procedures written in Chinese are attached herewith (Appendix IV) to list out the basic steps and requirement which each Hygiene Service Team member should comply.

## 5. Car Park & Loading Bay

4.1 inspect and clean the surface channel on a bi-weekly basis to prevent accumulation of debris and ensure no blockage is made.

4.2 inspect the condition of the manhole on a bi-weekly basis and perform cleaning when required.

4.3 inspect the condition of the fresh and exhaust air system on a monthly basis and make necessary maintenance and repair.

4.4 Pest control must be conducted on a monthly basis or as and when required.

## 5. Plant Rooms and Building Services Rooms

5.1 The floor drain must be flushed with at least one litre of Disinfectant Plus solution at least once a week

5.2 Pest control must be conducted on a monthly basis or as and when required.

**6. Contingency measures- staff member/ tenant confirmed to have contracted Atypical Pneumonia**

6.1 When the message of the confirmed Atypical Pneumonia case is received, the tenants in the same building should be informed of the situation. They are also reminded to be alert of the physical condition of their staff member.

6.2 Gear up a special cleaning team to clean and disinfect the specified public areas which include the toilets, common corridors, lift lobby of the affected floor, all lifts stopping at the affected floor and the main office lobby.

6.3 Assist the affected tenants to perform cleaning and disinfection procedures inside tenanted premises if so requested.

6.4 The affected floor can be released immediately after all necessary cleaning works are completed subject to the final confirmation of the top management.

6.5 Keep all the affected tenants informed of the situation so that their anxieties can be alleviated.

**7. Segregation of Work Force**

7.1 All front line staff including cleaning and security contractors needs to be divided into at least two groups. Each group should work and rest separately with the others to prevent from infection if anyone in the group gets infected.

7.2 The office staff also follows the same practice and is assigned to work in a separate office.

**8. Useful telephone numbers and related links**

8.1 Harbour City Estates Limited/ Times Square Limited/ Plaza Hollywood Management Limited

Personnel matters: 2118 8680 Ms. Peggy Cheng

8.2 Department of Health

Hotline: 2961 8968 Web site: [www.info.gov.hk/dh/ap.htm](http://www.info.gov.hk/dh/ap.htm)

8.3 Hospital Authority

Hotline: 2300 6555 Web site: [www.ha.org.hk](http://www.ha.org.hk)

8.4 For notification of Infections

Hong Kong Island : 2961 8729

Kowloon: : 2199 9149

NT East : 21585107

NT West : 2615 8571