Guangzhou Commercial Building
Guidelines for prevention and control of respiratory epidemic outbreaks Respiratory Tract Infection

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Guidance on prevention and control

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Part I General Provisions

(1) Compilation Basis:


The guidelines are formulated by the Ministry of Health Decree No.35, Ministry of Health's "Measures for Health Management of Centralized Air Conditioning and Ventilation Systems in Public Places" (Wei Jian Fa [2006] No.53), and China Construction Science and Technology Group's "Guidelines for Emergency Measures for Operation, Management and Use of Office Buildings."

These guidelines set out the basic requirements for the prevention and control of the new crown pneumonia epidemic in commercial buildings and related requirements such as personnel management, equipment and facilities management, environmental management, access management, customer management, risk control, etc.

These Guidelines are applicable to the prevention and control of the new crown pneumonia epidemic in commercial buildings in Guangzhou, and other respiratory tract infectious outbreaks can be implemented according to the guidelines.

(2) property management

Requires property service enterprises to provide normal water and electricity supply, customer service, cleaning and ranking during the epidemic prevention and control period, order maintenance and other services, on the basis of ensuring the normal operation of property management projects, to strengthen safety in production. In all aspects of the management and operation of the material industry, the implementation of the relevant government departments to prevent and control the epidemic, combined with the characteristics of this building's property services are to prevent and control the epidemic to the greatest extent and to minimize the number of outbreaks and cross-infection in the service area.

(3) Characteristics of Prevention and Control

Prevention in commercial buildings are mainly reflected in: commercial buildings are mostly built in prosperous cities, locations, convenient transportation, crowded public areas during commuting
and dining hours, high mobility, and high pressure on personnel prevention and control; General office buildings are large in scale, various enterprises, institutions and merchants are concentrated, and there are many people such as reception, meetings and visitors, with various sources and high probability of internal cross infection. Most office buildings are equipped with central air-conditioning equipment and elevators. The space inside the office buildings is relatively closed and air pollution spreads rapidly. According to these characteristics, the main contents of prevention and control are customer publicity and guidance, access management, personnel intensive flow time management, personnel intensive places, ventilation management, water supply and drainage disinfection, garbage management, etc.
**Part II The second part basically guarantees**

(1) Organizing and Safeguarding ...

1. set up a leading command group

Commercial buildings are set up by property service companies with senior management as the team leader of the epidemic prevention and control headquarters and on-site headquarters.

2. Responsibilities of the General Command

The duties of the General Command include: to be responsible for guiding and inspecting epidemic prevention and control workers of various departments according to the requirements of these Guidelines, the development of the situation, and command its response to the epidemic prevention and control and prevention and control of emergencies; Set up special funds for epidemic prevention and control emergency, supervise and manage material procurement, distribution, employee safety protection, etc.; Cooperate with the main government departments, subdistrict offices and property service clients to do a good job in epidemic prevention and control.

3. Responsibilities of on-site headquarters

Responsibilities of the on-site headquarters include: according to the requirements of these guidelines, on the basis of the original management service organization structure, do a good job in division of labor and coordination, and increase epidemic prevention and control publicity, explanation, training, security, personnel protection, on-site control, abnormal disposal, etc.; Formulate and implement prevention and control plans and emergency plans; According to the requirements of government departments, timely and regular notification of the epidemic prevention and control situation in the property management area, and establish close contact with the prevention and control station or center. To maintain the smooth flow of information communication channels with government departments, street offices, property service clients and other units.

(2) Material support

1. In terms of prevention and control materials, disinfection drugs (including 84 disinfectant, chlorine-containing disinfectant, 75% alcohol, antibacterial hand gel, etc.) and protective appliances (including disposable medical surgical masks, N95/KN95 masks, gloves, etc.) are recommended to be stored in advance at least according to the dosage of 5-7 days, and an additional 10% is reserved for allocation; Prevention and control instruments (including temperature measuring equipment, watering can, etc.), if necessary, equipped with ultraviolet disinfection lamps, protective clothing, goggles, protective rubber shoes, etc.;

2. The prevention and control materials shall be managed by specially assigned personnel, the account of epidemic prevention and control materials shall be established, the post allocation standard of epidemic prevention materials shall be formulated, the post allocation standard of epidemic prevention materials shall be formulated, the inventory quantity of protective materials in the management area shall be counted daily, the quantity shall be replenished on schedule, and it is recommended to ensure the dosage of not less than 5-7 days;

3. In terms of living materials, it is recommended that all buildings reserve a certain amount of edible water and fast food for emergency use.
(3) Personnel Security

1. Ensure sufficient frontline work posts, care for and protect frontline staff, and ensure the personnel pool Physical dining safety and other services are in place;

2. According to the epidemic situation, adjust the working hours of each post, and implement 24-hour shift duty System;

3. It is suggested to establish a mobile support team composed of all relevant professionals for emergency deployment of the project;

4. Employees who cannot take leave due to epidemic prevention and control shall be arranged with compensatory leave according to relevant national regulations. If compensatory leave cannot be arranged, overtime pay shall be paid.

5. Keep the office environment clean and disinfect regularly. Keep ventilation, and keep warm when ventilation. Keep a distance of more than 1m between people. Wear masks and gloves when working.

6. Carry out employee emotion management. If there are suspected personnel, they should be guided correctly to avoid panic. In case of suspected symptoms within employees, timely judgment shall be made, suspected employees shall be isolated, various prevention and control measures shall be implemented, and panic shall be eliminated.

7. Carry out staff incentive management, set up incentive mechanism, and the system is feasible; Giving consolation to the staff on duty during the holidays; Timely report and publicize the deeds of outstanding employees; Reward employees who have made special contributions to this epidemic prevention work.

8. Strengthen staff dormitory management and disinfect every day; For employees who need isolation but cannot isolate themselves, an isolation observation area shall be set up according to the building conditions. The observation area should be set at an appropriate position and have a separate entrance and exit. The observation area should be equipped with more than 2 sets of spare protective and disinfection supplies; The staff in the isolated observation area shall carry out personal protection according to the personnel in special posts; Garbage in the isolated observation area shall be collected uniformly and treated as harmful waste. The situation of the personnel in the isolated observation area shall be notified in a timely manner, but their personal information shall not be disclosed. Disinfection work shall be carried out in the isolated observation area according to key areas.

9. Set up prevention and control guidance specialists to provide timely and accurate epidemic prevention operation standards and regulatory support for frontlines.

(4) Communication Guarantee

1. Designate specialized agencies and personnel to be responsible for information collection, analysis, reporting and communication of epidemic prevention work Reports;
2. Establish an epidemic emergency communication mechanism, open a 24-hour epidemic reporting channel, and ensure that relevant epidemic information can reach all main leaders of the headquarters.

3. It is advisable to form an epidemic prevention and control working group with neighborhood offices, property service clients and customers to communicate in real time and carry out collaborative work on epidemic prevention and control within the property management area;

4. Statistic, analyze and judge the temperature and health status of employees, and report any abnormality immediately. At the same time, we should pay close attention to the relevant developments of the customer WeChat group. Suspected cases of infection must be reported in a timely manner in strict accordance with the flow path, and illegal acts such as concealed and omitted reporting should be eliminated.

5) Financial Guarantee

1. Implement funds guarantee for epidemic prevention and control in the property management areas under its jurisdiction;

2. In accordance with the principle of special affairs and urgent affairs, speed up the allocation and use of funds to ensure that funds related to epidemic prevention and control are earmarked for specific purposes.

3. Establish a ledger for the use of funds to ensure funds for epidemic prevention and control.

6) Protection of professional knowledge

1. Pay close attention to various policies and popular science materials on epidemic prevention and control issued by government departments;

2. Collect authoritative information issued by the National Health and Health Commission and the China Center for Disease Control and Prevention, and organize relevant knowledge on epidemic prevention and control;

3. Pay attention to the relevant rules and regulations formulated by the property service client on epidemic prevention and control;

4. Use posters, long pictures, short videos, animation and other forms, and push the epidemic prevention and control knowledge through building websites, public numbers and other means;

5. Strengthen the training of staff on epidemic prevention and control related knowledge and operation standards;

6. Correctly guide customers' cognition, scientifically prevent and control, and enhance self-control confidence.
Part III Personnel Management

(1) Basic Requirements

1. Good physical condition, body temperature below 37.3 degrees, no respiratory symptoms such as cough and runny nose.

No stay in the epidemic area within 14 days, no contact with the epidemic area personnel experience;

2. Having received relevant knowledge training on epidemic prevention and control, and having mastered the personal protection knowledge of the virus, health habits of health and emergency treatment methods for epidemic prevention and control;

3. The staff shall take their body temperature before going to work every day. If any abnormality is found, they shall immediately contact the disease control and prevention management department and be sent to the hospital for examination as required.

4. The information of employees in the place where the epidemic occurred, employees who stayed in the place where the epidemic occurred, and employees who have close contact with the personnel in the place where the epidemic occurred shall be reported to the relevant government departments in accordance with the regulations, and shall be isolated for observation for 14 days. At the same time, registration, tracking, observation and other work shall be done well, and they shall not take up their posts until they are confirmed to be normal.

(2) Personal Protection of Employees

1. Wear masks

2. Employees should correctly wear masks that meet the hygiene requirements before taking up their posts;

3. masks should be used once in principle and replaced as required (see appendix 2); Under the condition of tight supplies, ordinary posts can appropriately extend the service time depending on the degree of cleanliness.

4. Wash hands

The staff shall clean their hands at any time. They shall wash their hands with flowing water or use quick-drying hand sanitizer. When there are visible pollutants, they shall use hand sanitizer to wash their hands under flowing water. Disinfectant hand sanitizer shall be used before, after and during the pollution. Use correct hand washing methods (see Appendix 3).

(3) Special Post Protection

1. The post protection requirements for high frequency contact with people must be wearing masks and disposable rubber gloves. And try to keep a safe distance of more than 1 meter with people, and wash hands and disinfect in time after picking gloves; Goggles should be worn when conditions permit.
2. Buildings with serious outbreaks can appropriately increase protective measures according to specific conditions and circumstances.

(4) Sub-contractor/Supplier Control

1. Personnel control

Ensure that the daily number of people on duty meets the operational requirements of the day;

Try to carry your own food during work and try to prevent takeout.

2. Personnel Reserve Management

The supplier shall allocate certain reserve personnel to take over the shift at any time and receive unified training on epidemic prevention knowledge and operation knowledge;

To measure the body temperature of the substitute and know the recent activity route;

The supplier shall provide adequate protective materials for the substitute.

3. Timely communication

Communicate with the supplier about the place, time and number of employees returning to Guangzhou, and prevent employees returning to work in epidemic areas;

The frequency of the quarantined observation staff shall be adjusted appropriately, and the overtime pay supplier shall be paid according to the national policy;

Keep in touch with relevant local epidemic prevention and control departments, and timely report and assist in handling any fever.

Under the guidance of the local market supervision and administration department and the quality and technology supervision and administration department, combined with the elevator usage, the "on-demand maintenance" will be implemented conditionally during the epidemic period, the maintenance plan for the epidemic period will be drawn up, and the maintenance and repair work will be implemented.

(5) Construction Unit/Construction Personnel Control

1. Personnel of sub-contractors and decoration construction units in the building have a history of contact with or contact with epidemic areas, those returning to work who are in close contact with the personnel shall be arranged by the employment unit to have no less than 14 days of isolated health observation at home before entering the site without abnormality.

2. All personnel entering the site shall register the information, and the person in charge of construction shall update the information regularly as required to ensure accurate and traceable information; At the same time, the personnel entering the site must sign an "epidemic prevention and control undertaking" and submit it to the decoration supervision class for filing.
3. All personnel must take temperature measurement at least twice a day when entering the building. They must wear masks throughout the maintenance or decoration construction process in the building, and obey the arrangement and supervision of building management personnel. If abnormal conditions are found, they will be prohibited from entering the building.

4. Subcontracting units and decoration construction units shall be responsible for providing adequate temperature testing equipment, disinfection and personal protective equipment, and supervising, publicizing and educating the use of personal protective equipment, etc. At the same time, it is suggested that the inventory quantity of protective equipment such as medical masks for external use should be less than the actual consumption for 5 to 7 days at the construction site.

5. It is suggested that peak shifting construction should be carried out reasonably in different time periods or different working procedures, so as to reduce the chance of cross-infection among densely populated people.

6. All personnel entering the site are requested to voluntarily declare their departure (return) status and personal health status through the “Sulking” WeChat applet. At the same time, construction personnel entering the site are required to use their mobile phones to inquire about the personal track certificates of the places they passed within 30 days.
Part IV Equipment and Facilities Management

(1) Basic Requirements

1. during the epidemic prevention and control, the cleaning and disinfection of air handling equipment in the air conditioning and ventilation system should be strengthened or change jobs. Air filter, surface cooler, heater, humidifier, condensate pan parts prone to dust accumulation and bacteria breeding should be disinfected or replaced regularly. Kitchen, toilet, air conditioning room and other key areas should be disinfected regularly;

2. According to the configuration and use requirements of building air conditioning and ventilation systems, the ventilation capacity of the building should be enhanced to the greatest extent by opening the air supply and exhaust system, increasing the fresh air volume of the air conditioning system, and reasonably opening the external windows.

3. During the epidemic prevention and control period, the air conditioning and ventilation system should be operated under new wind conditions to prevent cross-contamination brought by return air.

4. According to the customer's use characteristics, formulate a special operation plan during the epidemic prevention and control period. The plan should be detailed to each equipment and a special person should be responsible for the implementation.

(2) Ventilation requirements for different areas

1. In densely populated areas, it is suggested to stop using large conference rooms, report halls and staff meals. hall, gym, convenience store, etc.

2. During the use of the staff canteen, the normal operation of the air supply and exhaust system shall be ensured, and the processing shall be properly increased.

Exhaust air volume of the dining area to prevent harmful air from spreading to the dining area. Before meals, the dining area should be disinfected and cleaned, and outside windows or fresh air should be used to improve the air quality in the area. After use, the fresh air and exhaust system should continue to operate for 1 hour and undergo comprehensive disinfection treatment. When conditions permit, temporary disinfection facilities such as ultraviolet disinfection lamps can be set up to disinfect the area during non-use time.

3. The lobby, front desk and elevator hall on the first floor shall take necessary measures to avoid crowded personnel. It is proposed to queue in the open outdoor area, and personnel entrances can be distributed in the lobby.

4. Staircases with external windows should open external windows. Staircases without external windows should regularly open smoke control and extraction equipment to ensure ventilation in the staircases. After using the smoke control and exhaust system equipment for ventilation, it is necessary to restore the normal state of the fire control system to ensure fire safety. Conditional buildings can be separately equipped with ascending and descending stairs to avoid personnel crossing.

5. The ventilation system of the underground garage shall be opened 1-2 hours before work, and shall ensure continuous operation during work to ensure air circulation in the area. When the
density of commuters is high, the smoke exhaust system may be started to increase the exhaust air volume, but at the same time, the antifreeze of equipment and pipelines in the area shall be paid attention to. Attention should be paid to the position of the air outlet and whether there is any potential risk of entering other areas or entering new air outlets. The underground parking lot directly enters the entrance of the elevator and can be provided with a simple air shower room. After ventilation with smoke control and exhaust system equipment, the normal state of the fire control system should be restored to ensure fire safety.

6. The air exhaust system in the toilet, water-opening room and other areas should be opened normally and kept running continuously all day. Attention should be paid to the position of the air outlet and whether there is any potential risk of air entering other areas or entering new air outlets. When conditions permit, temporary disinfection facilities such as ultraviolet disinfection lamps can be set up to disinfect the area during non-use time.

7. It is recommended to stop using closed rooms such as open water rooms without external windows, fresh air, exhaust air and large usage. For closed rooms such as warehouses and archives with no external windows, fresh air, exhaust air and small usage, they can be used, and disinfection is recommended after each use.

8. Property management service personnel intensive departments should be divided into rest areas to avoid personnel intensive. Rest areas should be provided with external windows and air conditioning systems that are relatively independent. The area of rest areas should be able to ensure lower personnel density and be disinfected regularly.

9. The fresh air intake area should be checked regularly to ensure that the fresh air intake takes air directly from outside and there is no pollution source around.

(3) Ventilation control

1. Constant air volume all air conditioning system

If constant air volume air conditioning systems are used in shopping malls, restaurants, halls, conference rooms and other areas in the building, it is recommended to operate according to the following requirements:

Turn on the air conditioning system 1-2 hours before use, precool and ventilate the area, and appropriately increase or decrease the set air supply temperature and indoor set temperature of the air conditioning unit according to seasonal weather;

During use, close the return air valve and the double fan system to close the air mixing valve, keep the fresh air valve and the exhaust air valve fully open, the air conditioning system operates according to the new air condition, and the frequency of operation can be adjusted according to the number of personnel when the fan is equipped with frequency conversion device to ensure sufficient fresh air volume;

Replace the high-efficiency low-resistance air filter and add necessary purification and disinfection facilities such as ventilation and purification devices, photocatalytic sterilization installation, ultraviolet germicidal lamp, etc.

Set up the window area, try to take the window to strengthen natural ventilation;
The entrance and exit doors shall be fully opened as far as possible, and the air curtain machine shall be stopped to strengthen the natural air circulation inside and outside the room.

After use, the fresh air and exhaust system should continue to operate for 1 hour to fully ventilate the area to ensure fresh indoor air. And the air-conditioning unit internal air filter, surface cooler and other key equipment for comprehensive disinfection.

2. Variable Air Volume (VAV) Air Conditioning System

For buildings with variable air volume (VAV) air conditioning system, it is recommended to operate according to the following requirements:

Turn on the air conditioning system 1-2 hours before use, precool and ventilate the area, and appropriately increase or decrease the set air supply temperature and indoor set temperature of the air conditioning unit according to seasonal weather;

During use, close the return air valve and double fan system to close the air mixing valve, keep the fresh air valve and exhaust air valve fully open, the air conditioning system operates under the new air condition, and the frequency of operation can be adjusted according to the number of personnel when the fan is equipped with frequency conversion device, so as to ensure the fresh air volume per capita should not be less than 30 cubic meters/hour; shielding the CO2 detection device in the BA automatic control system to avoid the automatic adjustment of fresh air and exhaust valves by the BA system detecting CO2 concentration system; set up the window area, try to take the window to strengthen natural ventilation;

Replace the high-efficiency low-resistance air filter, and check the normal operation of necessary purification and disinfection facilities such as ventilation and purification device, photocatalytic sterilization installation, ultraviolet germicidal lamp, etc.

There is a fresh air cabinet in the transition season, open the fresh air cabinet in the transition season to increase fresh air supply in the office area, set the runner of the runner type heat recovery device to stop running, and set other heat recovery fresh air systems to take corresponding measures according to the configuration of the heat recovery device;

After use, the fresh air and exhaust system should continue to operate for 1 hour to fully ventilate the area to ensure fresh indoor air. And the air conditioning unit internal filter, surface cooler and other key equipment for comprehensive disinfection;

Install ultraviolet lamps at the fresh air supply and exhaust ports to disinfect and sterilize the ventilation louvers and ventilation corridors. And arrange professional cleaning companies to disinfect and sterilize the louvers and filter screens at the fresh air supply and exhaust ports after daily use.

3. Fan coil plus fresh air system

Buildings with fan coil plus fresh air system can be used normally, but the following problems should be paid attention to:
the fresh air system should be able to operate normally, open the fresh air system 1-2 hours before use to ensure per capita fresh air volume should not be less than 30 cubic meters/hour. For rooms with external windows, the external windows should be opened regularly for ventilation.

Ensure the fan coil return air filter is clean and disinfected regularly;

Large rooms with multiple fan coils should increase fresh air volume during operation, and regularly open windows for ventilation;

It is recommended to stop using rooms that are not equipped with fresh air system and cannot open windows for ventilation.

After work, windows should be opened or the fresh air system should be continuously operated for overall ventilation, and the internal filters, surface coolers and other key equipment of the fresh air unit should be fully disinfected.

4. Multi-connection and split air conditioner

Buildings with multi-connection and split air conditioning can be used normally, but the following problems should be paid attention to:

The normal operation of the fresh air system shall be guaranteed for those who set up the fresh air system. For those who do not set up the new air system, the external window shall be opened regularly for ventilation.

It is recommended to stop using rooms that are not equipped with fresh air system and cannot open windows for ventilation.

Ensure the indoor unit return air filter is clean and disinfected regularly;

After work, window opening or continuous operation of fresh air system shall be adopted for overall ventilation.

Other matters

Air conditioning and ventilation systems in different regions shall be independent of each other, and necessary protective measures shall be taken for air conditioning and ventilation systems shared by different regions;

For multiple areas where a fresh air unit delivers fresh air centrally, the fresh air volume should be increased as much as possible on the premise of ensuring the room temperature is in a more appropriate condition. The tightness of the fresh air machine room should be checked and ensured to prevent air from other areas outside the room from flowing back into the fresh air unit to form cross circulation of air.

For air-conditioning equipment (fan coil units) without return air duct and returning air from suspended ceiling, and the suspended ceiling in this area is connected with other areas, there is a greater risk of cross infection. It is recommended to stop using air conditioning and only turn on fresh air units. When fresh air units or other equipment cannot ensure room temperature, it is recommended to stop using them in this area.
After opening the new air mode, check the balance of air volume in each area to ensure that the air flow direction in each area of the building meets the design and use requirements, and avoid the possibility of excessive air volume in some areas and string into other areas;

The fresh air system equipped with heat recovery device shall adopt corresponding measures according to the configuration of heat recovery device: for those equipped with rotary wheel type heat recovery device, the rotary wheel stops running and the fresh air exhaust system operates independently; For plate-type and plate-fin heat exchanger devices, it is not recommended to use, and the independent operation of fresh and exhaust air can be realized by opening the bypass valve. For those without bypass valve, only open the new fan.

The exhaust fan stops running, and the pressure balance is maintained by opening windows or other exhaust systems. It can be used normally for heat exchangers without cross contamination such as hot tubes.

(4) Computer Room Control

1. Strengthen the inspection of water pump room to ensure the normal operation of water supply and drainage equipment, and strengthen the inspection of water pump room, disinfection and sterilization of drainage ditches and collecting wells within the building;

2. Carry out an inspection of the water collecting well every day, and arrange professional companies to conduct a comprehensive inspection of the water collecting well.

3. Carry out a comprehensive inspection on the condensate drain pipe of air conditioner to ensure that the condensate drain pipe is unblocked, and regularly arrange professional companies for disinfection and sterilization;

4. If a condensate water recovery device is provided, stop the use of the condensate water recovery device if necessary, reduce the transmission route of less secondary pollution;5. Other important machine rooms shall be kept clean.

(5) Elevator control

1. reduce the number of passengers taking the elevator at the same time as much as possible, and prompt the elevator passengers to avoid being in the car.

2. Internal conversation to reduce cross-infection routes;2. Film-pasting protection is carried out on the external call and internal call keys of the elevator, and the internal call protection film of the elevator is put in every day

3. Change to prevent bacteria and hidden viruses from growing in key gaps. It is recommended to disinfect and sterilize the protective film at least every 2 hours.

4. Disinfect frequently contacted parts such as elevator car, handrail belt and handrail with 84 disinfectant every 2 hours, and disinfect the car space with spray disinfection at regular intervals;

5. Patrol the air conditioner of the elevator car once a day to keep the ventilation system of the elevator car in a normally open state and operate normally;
6. Clean and disinfect the dust net and fins of the elevator car air conditioner once a week;

7. Keep the exhaust equipment in the elevator machine room running and timely exhaust the exhaust gas in the elevator shaft out of the room.

(6) toilet control

1. The toilet ventilation adjustment shall be continuously operated during office hours to ensure uninterrupted operation during use. Ventilate the air to ensure the air circulation in the toilet;

2. The sink lower drain, hanging urinal lower drain, squatting pan drain (through often in the ceiling), urinal drain pipe, mop pool drain pipe to conduct a comprehensive inspection, the parts of the air tightness is lax rectification, prevent exhaust gas in the drain pipe back into the toilet, cut off the "dung mouth spread" way, to ensure that the toilet air is clean;

3. Carry out regular inspection on floor drains, dredge blocked floor drains in time, all floor drains must be equipped with water seals, arrange personnel to inject water into floor drains not less than 2 times a day, ensure that there is water in the water seals, cut off the "dung mouth transmission" approach, and ensure clean air in toilets;

4. Floor drain without water seal shall be closed in time;

5. Arrange professional disinfection and sterilization companies to carry out comprehensive disinfection and sterilization of toilets and drainage pipelines during the epidemic period;

6. During the epidemic period, strengthen the cleaning frequency of blowdown wells and grease traps, and promptly arrange professional disinfection and sterilization companies to carry out comprehensive disinfection and sterilization of blowdown wells and grease traps to reduce virus transmission.

(7) Basement and parking lot management and control

1. It is suggested to cancel the interlocking operation strategy of the parking lot exhaust fan and indoor carbon monoxide sensors. The air supply and exhaust unit is forced to open to realize full ventilation operation.

2. During the epidemic period, the basement, parking lot new fans and exhaust fans will be opened one hour in advance to the ground. Ventilate the lower room and parking lot;

3. Increase regular startup frequency and operation time during rush hour to ensure basement and parking. The farm has plenty of fresh air.

4. Increase the frequency of cleaning and disinfection of fresh air louver openings in basements and parking lots, and conduct a comprehensive cleaning and disinfection of fresh air louver openings.
Part V Environmental Management

(1) Cleaning and Disinfection Management of Key Areas and Parts

1. Lobby

central air conditioning outlet, lobby facilities should be used daily concentration of 250-500mg/L chlorine disinfectant spray disinfection 3 times;

Doors of entrances and exits, entrance guard system panels and door handles of each floor should be wiped and disinfected twice daily with 75% medical alcohol.

The entrance and exit should not be equipped with carpets. If it is really necessary to lay carpets, carpets that can be cleaned every day, such as plastic floor mats, should be used. After washing with clear water every day, chlorine-containing disinfectant with a concentration of 400-500mg/L should be sprayed for disinfection.

Wash-free hand sanitizers should be provided at office entrances, elevators and other locations, and signs should be posted to remind customers and employees to actively disinfect their hands.

2. Parking lots

The surfaces of objects frequently touched by people in the parking lot, such as the doorknob of the sentry box, should be kept clean and sanitary, and should be disinfected at least 3 times a day, and wiped with chlorine-containing disinfectant with available chlorine concentration of 400-500mg/L for 30 minutes each time;

The ground should be sprayed with chlorine-containing disinfectant with effective chlorine concentration of 250mg/L;

For parking lots with drainage ditches, the drainage ditches should be disinfected 1-2 times a day and sprayed with chlorine-containing disinfectant with available chlorine concentration of 500-800 mg/L.

3. Elevator

The elevator hall, the elevator inside and outside keys, car armrest and other surfaces, keep clean and sanitary, appropriate USES containing available chlorine 250 mg/L ~ 500 mg/L chlorine disinfectant spray or wipe, also can use disinfectant wipes to wipe, not less than 3 times a day, depending on the number of users can increase the frequency, and make disinfection records;

Keep the ventilation system of the elevator in a normally open state and in normal use. Spray disinfection should be adopted to disinfect the car space and make disinfection records.

After the maintenance of the elevator, the inside of the elevator car and the corresponding outgoing parts shall be killed before being put into use; If there are maintenance materials to be processed at the maintenance site, they should be disinfected before being cleaned up and transported away. If the filling and confirmation of the paper quality maintenance policy is not urgent, it can be supplemented later and must be signed for confirmation, both parties shall fill in and hand over the policy with gloves.
The control panels inside and outside the elevator hall and elevator car should be coated and replaced daily.

The elevator can post the words "Please avoid talking in the elevator" to prevent customers from spreading through droplets;

When elevator conditions permit, ultraviolet disinfection and sterilization lamps can be installed to carry out comprehensive ultraviolet disinfection and sterilization on all elevator cars during non-operation hours of the electric elevator every day.

4. Floor public area

Do a good job in cleaning and disinfecting the surface of objects. Should be based on the number of floors and the intensity of personnel disinfection 2-3 times a day on a regular basis, keep the environment clean and tidy, and make a good record of cleaning and disinfection. For high-frequency contact surfaces (such as elevator buttons, handrails, door handles, etc.), it is appropriate to spray or wipe with chlorine-containing disinfectant containing 250 mg/L to 500 mg/L of available chlorine, or wipe with disinfectant wipes.

When vomiting occurs, disposable absorbent materials should be added with sufficient disinfectant immediately. (e.g. chlorine-containing disinfectant) or an effective disinfection dry towel is used to cover and disinfect vomitus. After removing vomitus, quaternary ammonium salt disinfectant or chlorine-containing disinfectant is used to disinfect the surface of objects.

Make a temporary logo of "disinfected in this area" and post it in the area where customers and employees are active. The content of the logo includes information such as disinfection time and signature of the responsible person.

The public meeting place and furniture shall be disinfected once a day, and the meeting room shall be erected after use.

That is, disinfection, namely soaking tea set articles in boiling water (water temperature > 56℃) for more than 30 minutes for disinfection;

The washbasin of the washroom can post the publicity logo of "correct hand washing method".

5. Facilities

All equipment rooms shall be sanitary and free of sundries. Attention shall be paid to the sanitary conditions of garbage collection stations, sewage water machine rooms and reclaimed water machine rooms, and disinfection shall be carried out.

Regularly check the water seal of the water and disinfect it.

On the premise of not affecting the water demand in the building, it is suggested to stop using the reclaimed water system.

Daily disinfection of living water tanks, especially drainage ditches;

Disinfecting liquid medicine is put into indoor sewage pits every day.
Keep the ventilation riser at the top of the sewage system unblocked to facilitate the diffusion of dirty gas to the atmosphere.

The periphery of non-closed sewage pump wells shall be sprayed with peracetic acid or hydrogen peroxide daily for disinfection, and ultraviolet lamps shall be used for conditional additional irradiation.

6. Indoor disinfection

Building property management units shall provide indoor disinfection services to customers according to their actual capabilities;

Carry out advance reservation indoor disinfection service for customers who need it;

Prompt or inform customers to disinfect and ventilate the room regularly.

7. Property Service Center

Keep the office area clean and ventilated 3 times a day for 20-30 minutes each time;

Set the distance to customer service and keep more than 1m distance between people;

The property management project department staff wear masks;

Wash hands before and after delivering paper documents;

The landline telephone is wiped with 75% alcohol twice a day, which can be increased to 4 times if frequently used.

8. Staff dining area

Eat separately to avoid crowded personnel;

Disinfect the dining area of the restaurant once before and after eating;

Disinfection of dining tables and chairs after use;

If there is an enterprise with an operating room, the operating room shall be kept clean and dry. It is forbidden to mix raw food with cooked food. Tableware shall be sterilized at high temperature (>56℃) for not less than 30 minutes.

(2) Waste Management

Garbage classification management, timely collection and removal.

1. Domestic garbage

Every day, the ground 2 meters around the living garbage can and living garbage can should be disinfected by spraying chlorine-containing disinfectant with a concentration of 500mg/L twice.
2. Prevention and control of supplies and garbage

Set up special fixed-point collection barrels for harmful waste, such as abandoned masks and gloves, at conspicuous positions, and indicate the words "For special harmful waste, such as abandoned masks and gloves"; Guide customers to put used masks, gloves, etc. in a special garbage can. Chlorine-containing disinfectant with concentration of 1000mg/L should be sprayed and disinfected twice a day.

Special harmful waste such as discarded masks and gloves shall be collected and transported separately to minimize transit links. The collection and transportation of discarded masks, gloves and other special harmful waste originally implemented Nissan Nissin, and unified the local ecological environment department or health department designated hazardous waste disposal sites for special disposal, and make registration.

3. Waste transfer station

Wash thoroughly once a day;

The wall surface, ground, platform and surrounding environment should be sprayed with chlorine-containing disinfectant with concentration of 500-1000mg/L for disinfection 2-3 times a day.

4. Garbage that cannot be removed in time

For domestic garbage that cannot be cleaned up and transported in time due to holidays or epidemic situation, temporary storage areas shall be set up, and chlorine-containing disinfectant solution with a concentration of 500-1000mg/L shall be sprayed and disinfected for 2-3 times daily in the storage areas, and the cleaning and transporting agencies shall be notified in time for garbage transportation.
Part VI Access Control

(1) Personnel Control

1. All personnel entering the property management area must wear masks;

2. Set temperature measuring points at entrances and exits of personnel and vehicles, carry out temperature measuring work for all personnel entering the property management area, refuse entry for personnel \( \geq 37.3 \), and report to the person in charge of the tenant and the designated emergency department in the jurisdiction as soon as possible to do a good job of disinfection.

3. Those who do not cooperate shall report and communicate with the person in charge of the tenant. If the circumstances are serious, they may report to relevant government departments.

4. The lobby, front desk, elevator hall on the first floor and other areas should take necessary measures to avoid crowded personnel. Property management units should advocate tenants to carry out off-peak commuting;

5. During the epidemic prevention and control period, a warning board shall be set up at the entrance of the elevator. The number of passengers shall be controlled in the elevator. The elevator shall be posted with the sign "No conversation, prevent spread of flying foam" to create a safe office environment.

(2) Vehicle Prevention and Control

1. It is suggested to stop the service for foreign vehicles entering the building and announce the stop of foreign vehicles at a prominent position at the entrance.

Car into the building;

2. Check whether vehicles with epidemic area license plates have been parked in the building, and inquire and verify the health status of the owners and whether they came from the epidemic area;

3. If it is really close contact, it shall immediately report to the property service client and the competent government department.

(3) Goods Prevention and Control

1. During the epidemic prevention and control period, it is suggested to prohibit takeaway and express delivery personnel from entering the property management area;

2. Express items shall be delivered to the delivery cabinet or placed in the designated area. If conditions permit, ultraviolet disinfection shall be carried out for express items entering the building for at least 30 minutes.

3. Refuse items from epidemic areas that have not been professionally sterilized to enter the property management area.

(4) Area Closure Management
1. Close all non-essential passages during epidemic prevention to minimize pedestrian and vehicle entrances and exits;

2. A temperature control detection area shall be set up for the passable access passage (including the roadway) as required;

3. No person with abnormal body temperature can enter the property management area after testing. Any person with abnormal body temperature must immediately register for filing and be prohibited from entering, especially the people and vehicles in the epidemic area.

4. Temporary closed areas shall be sealed and posted with notices in prominent positions. Never lock or block fire safety vital passages.
Part VII  Customer Management

(1) Measures for Customer Service

1. Reception services

If there are no special circumstances, property management service personnel shall try their best to avoid traveling, visiting, etc.

Customers' demands can be fed back through customer service phone numbers, WeChat for property service personnel and APP to avoid face-to-face service as much as possible;

Posting information such as epidemic prevention and wearing masks at the service center entrance, front desk and reception area. If conditions permit, the entrance area can be set up at the entrance of the service center and designed for elimination.

Poison area, disinfection area placed antibacterial hand gel, masks, alcohol and other disinfection items. When the customer does not wear the mouth mask, guide him to do a good job of disinfection before entering the service center;

The reception chair of the customer service front desk should be placed 1m away from the front desk staff, and a safety line should be marked on the ground to give warm hints, such as "Please keep a certain distance for your safety";

If conditions permit, the property management project department can provide disposable masks at the front desk for personnel in urgent need under special circumstances.

Pay close attention to the contents of public opinions on epidemic situation in the customer communication platform, and timely answer relevant consultation and scientific prevention and control knowledge.

2. Visitor Registration Service

The customer service center advocates that customers can communicate with each other through video conference and remote collaboration to minimize the number of visitors and the spread of the epidemic.

All visitors are allowed to enter the building only after confirmation by the building's customers. They must wear a compliance mask and have their body temperature tested. The visitor registration process adds a "visitor information registration form" to the original visitor registration process, including information such as the recent whereabouts and health status of the last name visitor, domicile and place of origin.

Front-office customer service personnel can verify the identity and health status of visiting personnel through platforms such as "Sulking" and "Personal Track Certificate". After confirmation, visitors can register.

3. Return to work customer control
Before the customer resumes work, arrange to collect the customer's control information on the epidemic situation, including the people and vehicles who have been to the epidemic area, etc., to make communication and coordination in advance for the customer to have a good office environment after resuming work, and to establish the "one family, one file" system for the customer unit.

Publicize and guide customers to do a good job of measuring the temperature of employees in the unit every day, register well, and report to the property service center for filing.

The property service center shall organize and arrange the safety inspection of the secondary decoration units before resuming work, so as to allow the resumption of work after confirming the safety.

(2) Precautions for Guests

1. Propose flexible office work at different peaks

To guide client companies to arrange their employees' work in flexible ways such as off-peak commuting, home office and video conference, and to strengthen the publicity work initiated by business households through WeChat, self-media and letters.

Actively suggest all client companies to adjust their clock-in and clock-out times, and the property service companies shall arrange their clock-in and clock-out times according to the actual situation of the building and in coordination with the client companies, and communicate with all client companies to confirm the time period, the number of people and other information summary.

Publicize customers to come to the building 5-10 minutes in advance to cooperate with the temperature measurement registration service.

Arrange passenger flow guidance and elevator control services during peak hours in the lobby. Each elevator shall limit the number of passengers to avoid crowded passengers.

Propagandize the employees of each customer company to bring their own lunch boxes and environment-friendly tableware as far as possible, and eat independently in their own working positions to avoid the risk of centralized dining.

The property can cooperate with customers and assist in arranging unified distribution to households, so as to reduce the risk of infection caused by personnel flow during the peak dining period as much as possible; At the same time, do a good job in promoting the classification of kitchen waste.

Customers use the online platform to order meals. Property companies need to set up customers' temporary meals to take meals and disinfect the area regularly. At the same time, in order to avoid the risk of infection caused by the use of elevators during peak hours, tenants are advised to order meals at different peak hours.

2. Building Cultural Activities

In principle, cultural activities in buildings should be stopped, all gathering activities that may cause cross-infection of personnel should be cancelled, and relevant epidemic prevention and control
activities should be carried out online as far as possible. If customers really need to organize activities, they must apply in advance. Without consent, they are not allowed to organize activities.
Part VIII Information Publicity

(1) Internally Publicizing

1. Comprehensive training, exercise epidemic prevention plan, operation guidance standard;

2. Distribute novel coronavirus knowledge (see Appendix 4) and personal protection knowledge (see Appendix 6), home protection knowledge (see appendix 7) guidance documents or publicity materials, appropriate post public display;

3. Staff members are strictly prohibited from broadcasting or spreading epidemic information without permission;

4. To implement other requirements of property service enterprises, higher authorities and owners on epidemic prevention and control publicity.

(2) External Publicizing

1. Through mail, WeChat group, online platforms, public numbers, billboards, posters and other media, Publicize epidemic prevention knowledge, prevention and control measures, epidemic situation notification, etc., and obtain customer cooperation;

2. Pay close attention to the epidemic prevention and control dynamics, timely, accurate, comprehensive and objective reporting to customers, plus strengthen propaganda and liaison work, increase efforts to appease and explain, but do not cause panic;

3. Strictly implement the epidemic prevention and control requirements of all levels and parties, and regularly report and communicate with superiors;

4. Customers' concerns such as office disinfection and post-treatment measures for masks can be made into publicity materials for sharing.

5. Various media carriers such as electronic publicity screens, bulletin boards and elevator car publicity screens can be used in the building to publicize official information, common sense of prevention and control, positive energy slogans such as "Do not believe rumors, do not spread rumors", etc.;

6. Remind customers to improve their self-protection awareness and cooperate with property and relevant government departments to do a good job in epidemic prevention and control;

7. Assign special personnel to be responsible for writing press releases or other publicity materials, and regularly issue them to customers;

8. Implement other requirements of the propaganda and announcement by the superior and relevant parties.
Part IX Risk Control

(1) Communication and Cooperation with the Government and Relevant Departments

1. Safeguard information communication channels with relevant government departments such as subdistrict offices, prevention and control stations or centers.

The road is clear, designate special personnel to connect with and follow up the control instructions of relevant government departments on the epidemic situation, and obey the unified arrangement, unified dispatching command and training guidance;

2. Assist government departments to investigate the situation of property users, establish epidemic ledgers, and collect epidemic personnel information as required, such as personal basic information, recent travel information, vehicle access information, body temperature monitoring data, health status, etc., and report to relevant government departments in a timely manner;

3. Cooperate with local propaganda departments to carry out epidemic prevention propaganda, and timely convey epidemic prevention knowledge, government control policies, separation of epidemic area customers and other information to customers through WeChat push and billboard posting.

4. In case of emergencies related to the epidemic situation, relevant departments shall be coordinated to take effective measures in the first place, rescue in time and isolate effectively to prevent the spread of the epidemic situation.

(2) Guidelines on Cooperation with Owners and Customers

1. Establish an epidemic prevention and control linkage mechanism with owners. Implementation of prevention and control plan, emergency organization and materials, security, personnel security and other work at the same time, in addition to the implementation of government departments of epidemic prevention requirements, and actively cooperate with the owners to complete the epidemic prevention work;

2. Assist the owner in all kinds of investigation and information collection reports of customers, government and other docking departments;

3. Take the initiative to feed back the epidemic prevention work of property services and the important and difficult problems to the owners to obtain their support and understanding;

4. Supervise the merchants in the building to formulate prevention and control measures for their business areas, and assist the owners to supervise their implementation.

(3) Key Elements of Emergency Plan

Shall be formulated in accordance with the relevant emergency requirements of the state, local authorities, industries and contracts for epidemic prevention and control. The key elements of the plan include but are not limited to:

1. Leading group for epidemic prevention and control and disposal, members of the executive group, responsibilities and division of labor;
2. Prevention and control of materials, funding support programs and mechanisms;

3. Disinfection plan (including disinfection drugs, disinfectant concentration, disinfection method, configuration method, disinfection frequency, etc.);

4. Control and investigation plans for personnel and vehicles entering and exiting the site, including epidemic prevention control for staff;

5. Isolation and disposal plan for the heater;

6. Staff protection plan;

7. Information transmission guarantee mechanism during epidemic prevention and control.

(4) Handling of Emergencies

1. Property management units should set up temporary isolation zones at the main entrance and exit temperature measurement channels for the waiting of persons with abnormal body temperature, the setting of isolation zone shall be well ventilated and shall not be closed.

2. Conditional property management units should set up isolation rooms inside the building, the setting of isolation rooms. It is mainly used to isolate visitors in public areas inside the building.

The location of the isolation room should be far away from the vicinity of crowded places, and the logistics area should be selected, which is close to the parking point of the medical ambulance.

The isolation room shall be equipped with medical matching facilities such as medical masks, disinfectant, goggles, disposable protective clothing, and red external thermometer. The number is not limited.

The fresh air system and air conditioning system of the isolation room shall be set independently, and the room shall be kept in a negative pressure state.

3. The management of the material industry should strictly carry out the temperature measurement work for the outgoing and incoming customers, and measure the excess temperature for the outgoing and incoming customers.

37.3°C, repeat temperature measurement immediately, the second temperature measurement also exceeds 37.3°C, should be directed to, etc.

After a 15-minute sit-in in the waiting area, the temperature was measured again, and the third temperature was still over 37.3°C. You should ask if you have any travel history, residence history and contact history of the epidemic area.

Those who do not have travel history, residence history or contact history in epidemic areas should be advised to go to the hospital immediately and be forbidden to enter and register. At the same time, the property management unit should inform the person in charge of its customer unit.

Any fever in the travel history, residence history and contact history of the epidemic area shall be immediately called 120. The on-site staff shall immediately report to the leader of the emergency
group of the property management unit and make isolation and detailed registration. At the same time, the property management unit shall inform the person in charge of its customer unit.

Require the febrile personnel to confirm that they have the travel history, residence history and contact history of the epidemic area. Relevant contact personnel shall wear protective clothing, and the property company shall carry out comprehensive disinfection of the places contacted by the febrile personnel. At the same time, it is required to report to relevant departments (government agencies) and cooperate with the epidemic prevention station to do a good job of disinfection and cleaning.

4. If the customer reports the symptoms of fever (body temperature exceeding 37.3°C) of personnel in the material management area (public area and inside the unit). Property management units need to timely check and understand whether there is a history of travel, residence and contact in epidemic areas.

For fever patients who are not in the epidemic area and have no contact history with the epidemic area, they should be immediately advised to leave and go to the hospital for medical confirmation, and the property company should carry out comprehensive disinfection work for the places where the fever personnel have contact.

If the fever sufferer is an epidemic area or has a history of contact with the epidemic area, the on-site informed personnel shall immediately call 120. The property management unit shall block the area, unit or entire floor and guide the ambulance vehicles to enter through the designated route. After 120 arrives, the property center shall cooperate to send the fever sufferer to the ambulance from the logistics corridor. Property management units and government departments shall conduct a comprehensive disinfection of the places where the febrile personnel had contact.

If the customer is in a public area, the property management unit shall escort him to the isolation room set up in the building while protecting himself.

The blockade may not be lifted until the hospital confirms that it undoubtedly seems to be infected with novel coronavirus. If it is confirmed that the patient is infected, the property company shall immediately contact the government department for handling.

For units or areas with confirmed tourism history, residence history and contact history of fever personnel in epidemic areas, technical prevention measures shall be taken immediately to shut down the fresh air supply system to form an internal circulation state, and the positive check pressure state shall spread the virus to other areas.
The flow chart of emergency treatment for abnormal body temperature in the temperature measuring channel is as follows:

1. **Abnormal body temperature >37.3°C**
2. **The person in charge of the docking unit confirms that there**
3. **Yes**
   - Report immediately dial 120 to send to the
   - Shut off the air
   - Wear professional protective clothing to isolate the unit
   - After the 120 arrives, guide the medical staff to the designated
   - Professionals disinfect the scene and
   - Waiting for the hospital staff
   - Suspected Coronavirus
   - Cooperate with government departments to
4. **No**
   - Advise him to leave to see the hospital. If the customer dials 120 by himself, he will be
   - Professional on-site disinfect
   - Undiagnosed as suspected
   - Remove isolation, professional
The flow chart of emergency treatment for abnormal body temperature in the common area of the material management is as follows:

1. Confirm customer’s discomfort, implement lockdown.
2. Do a good job of personal protection and check whether there is a history of travel, residence, and contact.
3. Have:
   - no
   - Persuade him to accept medical examination and treatment
   - Video surveillance
   - Professionals carry out disinfection
4. Undiagnosed as suspected coronavirus
5. Keep up to date with relevant treatment
   - Suspected Coronavirus
   - Cooperate with government departments to further carry out isolation and treatment operations.
   - Immediately report it to the emergency team to dial 120. At least one staff member will accompany the patient.
   - Close the passage or area near the isolation room, prohibit people from entering.
   - After the 120 arrives, it will be transported by the medical staff.
(5) Incident Recovery and Disposition

1. If fever is found in the property management unit among the personnel with travel history, residence history and contact history of the epidemic area,

The work and life of the staff will be limited to a certain extent. They should strictly protect themselves and adopt unified isolation measures when necessary.

If an elevator is used by a fever patient on the way to an ambulance, the elevator shall be temporarily controlled until the ultraviolet light is irradiated for more than 30 minutes and the car is disinfected.

The staff shall not move freely after escorting the patients with fever. The protective facilities they wear can only be taken off after disinfection and cannot be discarded at will. The property management company shall uniformly dispose of the disposal points and classify them.

2. The material management company shall cooperate with government departments to register and collect information on contact history of fever patients.

3. After assisting in handling the incident, the personnel of the property management company are strictly prohibited from spreading or releasing unconfirmed information, calm down, stick to their posts, and do their utmost to maintain social stability.
Part X Appendix

Appendix 1 Popular Science Knowledge in novel coronavirus

1. First, what is novel coronavirus? Coronavirus isolated from lower respiratory tract of patients with pneumonia of unknown cause in epidemic area is a novel coronavirus.

2. WHO named 2019-nCoV. Second, who is easy to infect novel coronavirus?

3. The population is generally susceptible. Pneumonia infected by novel coronavirus can occur in people with low immune function and normal immune function, which is related to the amount of virus exposure. For people with poor immune function, such as the elderly, pregnant and lying-in women or people with liver and kidney dysfunction and chronic diseases, the disease is more severe after infection.

4. What are the channels of transmission in novel coronavirus? The main modes of transmission are droplet transmission, contact transmission (including self-inoculation caused by hand contamination) and non-transmission

Aerosol in respiratory tract of the same size spreads in close range. At present, short-range droplet transmission should be the main route. Fourth, will novel coronavirus be transmitted from person to person? Yes. Judging from the incidence correlation sequence of some aggregated cases, the characteristics of human-to-human transmission are very obvious and exist.

A certain range of community communication. Five, what is droplet transmission?

5. Spray: It is generally believed that water-containing particles with diameter > > 5um can enter the susceptible mucosal surface through a certain distance (generally 1m). The generation of droplets: 1. Cough, sneeze or talk; 2. Implement respiratory tract invasive operations, such as sputum aspiration or tracheal intubation, turning over, pat back, etc. to stimulate cough and cardiopulmonary resuscitation, etc.

6. What is contact communication?

7. Direct contact: pathogens are transmitted through direct contact of mucous membrane or skin. 1, blood or blood-bearing body fluid enters human body through mucous membrane or damaged skin. 2, direct contact with secretions containing certain pathogens causes transmission.

8. What are close contacts?

Refers to people who have lived or worked with confirmed or highly suspected cases of the virus within 14 days. Including office workers, colleagues and classmates in the same classroom and dormitory, passengers on the same plane, etc. As well as other forms of direct contacts include accompanying patients infected with the virus, taking taxis, taking elevators, etc.

Precautions for close contacts all persons (including medical staff) who may have contact with suspected infected patients should have 14 days of health
The observation periods. The observation period starts from the last day of contact with the patient. If you have any symptoms, especially fever, respiratory symptoms such as cough, shortness of breath or diarrhea, see a doctor immediately!

9. Close contact monitoring recommendations

a. If contact symptoms, to inform the hospital in advance, will go to the hospital.

b. On the way to the hospital, patients should wear medical masks.

c. Avoid taking public transportation. Call an ambulance or use a private vehicle to transport patients. If possible, open the windows on the road.

d. Close contacts who are ill should keep respiratory tract clean and hands clean at all times. Stay away from other people (at least 1m) when standing or sitting on the road or in the hospital.

e. Any surface contaminated by respiratory secretions or body fluids should be cleaned and disinfected with disinfectant containing diluted bleach.

10. What are the clinical manifestations of pneumonia patients infected in novel coronavirus? The onset of pneumonia infected by novel coronavirus is mainly characterized by fever, which may be accompanied by mild dry cough, fatigue and wheezing symptoms such as poor suction and diarrhea are rare, while runny nose and expectoration are rare. Some patients have mild onset symptoms and may have no fever, only headache, palpitation, chest tightness, conjunctivitis, mild limb or back muscle soreness. Some patients are in the first. After weeks, dyspnea occurred, and the severe cases progressed rapidly. The prognosis of most patients is good, and a few patients are critically ill or even dead.

11. How to Identify and Observe Pneumonia Cases Infected in novel coronavirus Clinically

a. Epidemiological History:

Travel history or residence history of epidemic areas or other areas where local cases continue to spread within 14 days before the onset of the disease;

having contacted patients with fever or respiratory symptoms from epidemic areas or other areas where local cases continue to spread within 14 days before the onset of the disease;

There is aggregation disease or epidemiologic connection with infected persons in novel coronavirus.

b. Clinical manifestations:

Fever;

It has imaging features of viral pneumonia;

In the early stage of the disease, the white blood cell count is normal or decreased, or the lymphocyte count is decreased. Any one of the above epidemiological history and any two of the clinical manifestations are suspected cases.
Appendix 2 Methods for Proper Use of Mask Protection

1. how to choose a mask?

Option 1: Disposable medical mask should be worn continuously for 4 hours and replaced immediately if there is obvious pollution or wet.

Option 2: N95 medical protective mask should be replaced according to the user's environment and dust concentration. For example, it should be replaced after 4 to 6 hours (not more than 6 hours) if it is outdoors for a long time or in densely populated areas. If any part of the anti-particle mask is found to be damaged and breathing resistance is obviously increased, it should be discarded immediately. Cotton masks and sponge masks are not recommended.

2. How to use the mask correctly:

a. Nose clip side up, dark side out (or fold down);

b. Pull the folds up and down to cover the mouth, nose and lower jaw.

c. Press the fingertips of both hands along the metal bar of the bridge of the nose from the middle to both sides, slowly inward until they are close to the bridge of the nose;

d. Adjust the mask properly so that the periphery of the mask fully fits the face.
3. How do special groups wear masks?

a. Pregnant women wearing protective masks should pay attention to the combination of their own conditions and choose products with better comfort.

b. The elderly and patients with chronic heart and lung diseases will feel uncomfortable and even aggravate the original condition after wearing them. They should seek professional guidance from doctors.

c. Children are at the stage of growth and development, and their face shapes are small. Children's protective masks should be selected. How often do I change my mask? No matter what type of mask is used, the time limit is limited and it must be replaced regularly. Mask secretions

4. Wet or dirty, protection performance is reduced, it is recommended to replace immediately.

5. How to deal with abandoned masks?

During epidemic prevention, hand hygiene should be done before and after taking off masks. Before discarding the discarded mask, it should be folded into long strips and then tied and formed with ear hanging ropes. When folding the mask, the contact surface of nose and mouth should be outward, and alcohol disinfection should be carried out if conditions permit. Put the discarded mask into the garbage can, and use 75% alcohol or chlorine-containing disinfectant to disinfect the garbage can twice a day. For masks used by home isolators, please boil them with water for 10-15 minutes before disposal and then put them into the "other garbage" collection container.
Appendix 3 Correct Hand Washing Methods

Correct hand washing is one of the important contents of good personal hygiene habits, which can effectively prevent the spread of new coronavirus. Wash hands in time after contact with patients, touching eyes, mouth and nose, sneezing or coughing, going to toilet, wearing mouth mask and taking off mask, touching public facilities such as handrails, door handles, elevator buttons, public telephones, returning home from outside, etc.

1. Wet under flowing water, wet hands. Take appropriate amount of hand sanitizer (soap) and evenly apply it to the whole palm, back of hand and hands, Fingers and finger joints.

2. Rub your hands carefully for at least 15 seconds, and pay attention to cleaning all skin of your hands, including the back of your fingers, fingertips and fingers joints:

   - Palm relative, fingers together, rub each other;

   - The palms of the hands rub against each other along the fingers, and the exchange takes place;

   - Palms facing each other and fingers rubbing each other;

   - Bending the fingers to rotate and rub the joints in the palm of the other hand, and exchanging;

   - Holding the thumb of the left hand in the right hand, rotating and kneading, and exchanging;

   - Putting the five fingertips together in the palm of the other hand, rotate and rub them, and exchange

3. Rinse the handle with clean water.

4. Hold

   - Rinse the faucet with clean water, and then turn off the faucet.

5. Wipe with a clean towel/paper towel dry or dryer drying.
Guidance on prevention and control

1. 首先在流水下淋湿双手
2. 然后取适量洗手液(肥皂)，均匀涂抹至整个手掌、手背、手指和指缝
3. 认真搓双手至少15秒，具体操作如下：
   a. 掌心相对，手指并拢，互相揉搓
   b. 手心对手背沿指缝互相揉搓，交换进行
   c. 掌心相对，双手交叉指缝互相揉搓
   d. 弯曲手指使指关节在另一手掌心旋转揉搓，交换进行
   e. 右手握住左手大拇指旋转揉搓，交换进行
   f. 将五个手指尖并拢放在另一手掌心旋转揉搓，交换进行
4. 在流水下彻底冲净双手
5. 擦干双手，取适量护手液护肤
Appendix 4 Personal Protection Knowledge in Work Areas

I. How to Wear Disposable Medical Mask Correctly on the Way to Work. Try not to take public transportation, and it is recommended to walk, ride or take it.

Private cars and buses go to work. If you must take public transportation, you must wear a mask all the way. Try to avoid touching the articles on the bus with your hands.

2. How to do the work of entering the building? Accept the temperature test consciously before entering the office building. If the temperature is normal, you can enter the building and wash your hands in the toilet. If

If the body temperature exceeds 37.3°C, please do not enter the building to work, and go home for observation and rest, and go to the hospital if necessary. Three, how to do home office

3. Keep the office environment clean. It is recommended to ventilate 3 times a day for 20-30 minutes each time. Keep warm during ventilation. Keep a distance of more than 1m between people and wear masks when working. Keep washing hands frequently and drinking more water. Adhere to the seven-step method for washing hands strictly before eating and after going to the toilet. Both parties receiving foreign personnel wear masks.

4. To participate in the meeting how to do advice to wear masks, wash your hands before entering the conference room disinfection. Meeting personnel should be more than 1m apart. Reduce concentration

Yes, control the meeting time. If the meeting time is too long, open the window for ventilation once. After the meeting, the venue and furniture must be disinfected. Tea set articles are recommended to be soaked in boiling water for disinfection.

5. Dining hall dining how to do

Use separate meals to avoid crowded personnel. The restaurant shall be disinfected once a day, and tables and chairs shall be disinfected after use. Tableware must be sterilized at high temperature. The operation room shall be kept clean and dry. Mixed use of raw food and cooked food is strictly prohibited to avoid raw meat. It is suggested that the food should be nutritious and light and palatable.

6. How to do on the way from work to wash your hands after wearing a disposable medical mask to go out, return home to remove masks after the first hand washing disinfection. Mobile phones and the key is wiped with disinfectant wipes or 75% alcohol. Keep the room ventilated, sanitary and clean to avoid many people gathering. Seven, how to do official procurement

7. Wear masks to travel and avoid crowds. Keep a distance of more than 1m from people and avoid staying in public places for a long time.

8. How to make suggestions for appropriate and moderate activities to ensure good health. Avoid excessive and excessive exercise, resulting in physical immunity

The epidemic capacity has declined.
9. Public areas how to do daily to the hall, corridor, conference room, elevator, stairs, toilet and other public parts for disinfection, do use spray to disinfect. Cleaning utensils used in each area should be separated to avoid mixing. Ten, how to do official travel

10. It is recommended to wipe the car interior and door handles once a day with 75% alcohol. You must wear a mask when taking the shuttle bus. It is recommended to wipe and disinfect the car interior and door handles with 75% alcohol after using the shuttle bus.

11. Logistics personnel how to do service personnel, security personnel, cleaning personnel must wear masks when working, and keep a safe distance from people. Food hall procurement personnel or suppliers must wear masks and gloves to avoid direct hand contact with fresh meat and poultry materials, and wash hands and disinfect them in time after picking gloves. Cleaning personnel must wear gloves when working and wash their hands and disinfect after work. Security personnel must wear masks to work, seriously inquire and register the status of foreign personnel, and report any abnormal situation in time.

12. How to do official visits must wear masks. Before entering the office building, the body temperature shall be tested first, and whether there is any contact history and occurrence of epidemic area shall be introduced. Symptoms such as heat, cough and dyspnea. Without the above conditions, and the body temperature is 37.2 normal conditions, can enter the building on business.

13. Circulated documents how to do paper documents before and after all need to wash their hands, wear masks when circulating documents. Fourteen, how to do telephone disinfection It is recommended that landline phones be wiped with 75% alcohol twice a day, which can be increased to four times if frequently used.
Appendix 5 Disinfection Precautions

1. before the implementation of disinfection, should first do a good job in cleaning and sanitation;

2. Disinfectants have certain irritation, preparation and use should pay attention to personal protection, wear masks and hands cover, etc., and pay attention to prevent splash into the eyes. Some disinfectants have certain corrosivity and should be selected correctly. Keep the surface disinfected for at least 15 minutes before wiping with clean water;

3. The disinfectant used should be within the period of validity, the current distribution, did not use the remaining liquid shall not be stored for use. Disinfectant must be prepared with clean cold water;

4. Disinfectant please follow the disinfectant instructions for configuration;

5. Disinfection cloth, mop, container and other cleaning tools to be used in different areas. Toilet cleaning tools shall separated from other regional sites. The used cleaning tools shall be cleaned, disinfected and dried for standby.

6. The staff after disinfection, should wash their hands in time, and make disinfection records.
Appendix 6 Common Disinfectants and Their Preparation and Use

1. The daily cleaning and preventive disinfection is given priority to with cleaning, supplemented by preventive disinfection, should avoid excessive disinfection, cleaning and disinfection at any time when contaminated. Considering the prevention of epidemic situation, the general disinfection methods are as follows:

a. Surface: It can be wiped with chlorine-containing disinfectant (effective chlorine content 250-500mg/L) for 30 minutes, and then wiped with clear water.

b. Floor: Chlorine-containing disinfectant (available chlorine content 250-500mg/L) can be used to wet mop the floor, and the effect is 30 minutes, then washed with clear water;

2. Chlorine-containing disinfectant has skin and mucous membrane irritation. It is recommended to wear masks and gloves when configuring and using it. Children do not touch. Alcohol disinfectant should be used away from fire sources. Preparation method of chlorine-containing disinfectant with available chlorine concentration of 500mg/L:

a. 84 disinfectant (effective chlorine content 5%): diluted according to the ratio of disinfectant: water 100;

b. Disinfection powder (effective chlorine content 12-13%, 20g/pack): 1 pack of disinfection powder plus 4.8l of water) chlorine-containing effervescent tablets (effective chlorine content 480mg/tablet -580mg/tablet): one tablet is dissolved in 1 liter of water (the specific configuration shall be operated according to the instructions for use);

3. 75% ethanol disinfectant can be used directly. Other disinfectants (e.g. daily household disinfectants of brands such as Willows, Drops, Blue Moon, etc.) are formulated and used according to the concentration of product labels to kill intestinal pathogenic bacteria.
### Appendix 7 Applicable Forms

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**表单名称:** 参访人员体温登记表

**负责人:**

**审核:**

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审核：

Prevention Material Record