

What can you do?

The RIVM has implemented measures which need to be followed by everyone in the Netherlands, in order to prevent the virus from spreading. The general rules are:

- Stay at home if you start displaying symptoms and arrange to be tested as soon as possible.
- Stay in quarantine if someone you live with or a close contact is suffering from a fever and/or shortness of breath, in addition to respiratory complaints.
- Stay in quarantine after you've received a notification from the CoronaMelder App.
- Stay in quarantine for 10 days after returning from an orange or red travel zone.
- Do not shake hands.
- Stay 1.5 meters (two arm lengths) away from other people.
- Regularly wash your hands with soap and water.
- Cough and sneeze into the inside of your elbow.
- Use paper tissues and immediately throw these away after use.
- Wear a face mask on public transport and in buildings and covered areas which are accessible to the general public.

This means you need to be doing things you are not used to throughout the entire day.

Take good care of yourself and your personal hygiene, get plenty of rest and sleep; this will keep your immune system strong! Everyone reacts differently during this period. Please be considerate of each other.

Getting up/at home

- Work from home if your job allows you to do so. Discuss this with your employer.
- The first question once you are up in the morning should be: how are you feeling?
- Do you have any flu-like symptoms, like a cold, a runny nose, sneezing, a sore throat, coughing, shortness of breath, a raised temperature or fever? Or have you suddenly lost your sense of smell or taste? Then call in sick, arrange to be tested and don't leave the house. Look up your Citizen Service Number and call 0800-1202, or make a digital appointment via coronatest.nl with your DiGiD. You can use a corona test paid for by the employer.
- Go back to work in case of a negative test (no coronavirus) and mild symptoms. Discuss things with the company doctor if necessary.
- Have you tested positive? Then you have a corona infection (COVID-19). Notify your employer and don't leave the house:
 - You must stay in isolation for a minimum of 7 days
 - You can return to work after 7 days in case of mild symptoms, providing you have been symptom-free for a minimum of 24 hours
 - You must remain in isolation for 14 days if you have been ill for longer or more seriously.
 - Follow the GGD's or company doctor's instructions.
 - Discuss returning to work with the company doctor if necessary.
- Does someone you live with have a cold with a fever and/or shortness of breath and you haven't yet received the results from the corona test? Then notify your employer and don't leave the house. You can return to work in case of a negative test result and providing you don't have any symptoms yourself.
- Has someone you live with or a close contact tested positive?
 - Stay in quarantine for 10 days, counting from the last high-risk contact.

- The quarantine also applies if a notification is received via the CoronaMelder App.
- You can request a PCR corona test on the 5th day of quarantine. You can come out of quarantine if the result is negative (no infection).
- Are you returning from a holiday abroad? Then follow the travel advice issued by the [Ministry of Foreign Affairs](#) for the country or countries you have visited. You must remain in quarantine for 10 days when returning from an orange or red travel zone.
 - Please note! This also applies if you're not displaying any symptoms or if you tested negative.
 - Reducing the 10 day quarantine period after a negative PCR corona test on the 5th day does not apply to travellers.
- Are you involved with (support) work which forms part of a vital process, such as, for example, the repair of central heating boilers or network cables? Then discuss with your employer and company doctor whether you can still work if someone living with you has a fever and/or shortness of breath, or has been tested positive for the coronavirus. Also consult the company doctor about the home quarantine obligation once you've returned from holiday. You can't be displaying any of the coronavirus symptoms.
- If you or someone living with you forms part of a vulnerable group, then discuss whether you need to adjust your activities with the company doctor. If you are self-employed, you can use the doctors listed on www.helpdeskcorona-bt.nl.
- Are you travelling together with colleagues in a van or car? Then check to make sure you have enough non-medical face masks with you. You will need a clean mask every time you get into a vehicle.
- Make sure you take plenty of food and drinks with you, so you won't need to go to a supermarket.
- Bring hand cream with you for after washing your hands if this is not available at the workplace! This will avoid possible skin problems.
- Take paper tissues with you. Immediately throw these away after use and then wash your hands.
- Bring along a good degreasing cleaning agent, for example disposable cleaning wipes (without ethanol and preferably without isopropyl alcohol).

Travel

Travelling together in one bus or car is now possible under the following conditions:

- When travelling with others, it's important to be able to find out who travelled together. This will ensure you can quickly find out who else could possibly be infected if someone is diagnosed. Check to see whether the vehicle's logbook is set up for this. Save the data for 6 weeks for the GGD's source and contact investigation.
- A health check will be conducted before getting in. Ask whether the colleague getting into the vehicle isn't suffering from any (mild) symptoms, as listed under the "Getting up/at home" heading. Any colleagues displaying symptoms must stay at home until they have been symptom-free for at least 24 hours.
- A face mask is not required if you are travelling with one other person. However, everyone should wear a non-medical face mask if you're travelling with more than two people. Your employer is obliged to provide these, but you can make them yourself too. Please refer to the following website for instructions about the use and maintenance of non-medical face masks: <https://www.rijksoverheid.nl/onderwerpen/coronavirus-covid-19/openbaar-en-dagelijks-leven/mondkapjes/instructies>. It's important to wear a clean face mask every time

you get into a van or car. If you have opted to use disposable face masks, these will subsequently need to be disposed of immediately. Reusable face masks must be stored in a bag and washed in the washing machine at home. These can then be used again next time, after which they will once again need to be washed.

- Ensure optimal hygiene by subjecting the controls to extra cleaning (steering wheel, gear lever, door handle, touch screen, etc) with a good degreasing cleanser (for example, cleaning wipes).
- Refuelling/drinking coffee/enjoying breakfast/using the facilities at a petrol station; again, keep an appropriate distance from others and always wash your hands thoroughly with water and soap after each visit.
- Supplementing materials/workplace visit; naturally keep your distance and wash your hands.
- Check whether you have sufficient PPE and cleaning materials to last the entire working day!

Customers with an (underlying) illness

Customers must be contacted by the planner or engineer in advance. The telephone call will be used to ask whether the residents (customers) form part of one of the following groups:

- Customers are suffering from minor complaints (cough, sore throat, runny nose, fever).
- Customers (most likely) have the new coronavirus and/or are in quarantine.

The work will only be carried out if it concerns a serious fault or calamity if the residents form part of one of these groups. Regular maintenance activities should not be carried out.

The special instructions described under the Execution heading will be discussed with the residents.

Customers will also be asked if they form part of a vulnerable group. You can find information about vulnerable groups at the end of this document under 'Clarification of at-risk and vulnerable groups'.

The following demonstrable steps will be taken for these residents:

- Advance notice will be given in relation to the exact type of activities and how much contact with employees is expected.
- Offer to do the work under the same conditions at a later time.
- Residents will provide their written permission if they agree to the work being carried out now.

Entering into agreements with customers

The customer will be informed of the measures which need to be taken and the way in which the work is going to be carried out when planning the appointment.

The engineer will call the customer approximately fifteen minutes in advance to ask whether there have been any changes to the situation.

The following points will be discussed during this conversation:

- Request explicit permission from the residents/tenants/users before entering the property. Residents will determine whether or not they are happy to provide access to their property.
- Ask customers to do the following beforehand:
 - Thoroughly ventilate the house (open windows and doors for approximately 15 minutes).
 - Make the workplace easily accessible.
 - Keep the toilets clean, making sure the professional can possibly use this facility if needs to. Inform the professional he will need to clean the toilet himself after possible use.

- Clean any handles and doorknobs.
- Ask customers to abide by the following rules during the visit:
 - Open the door for the engineer and walk away, allowing the engineer to subsequently enter the applicable area.
 - Avoid contact with the engineer and keep as much distance as possible (at least 1.5 meters). Make sure all the residents are in a different room during the visit.
- Inform customers about the use of a face mask or face shield: the professional will wear a face mask or face shield during the initial contact at the front door and the arrangements will be carefully checked. The aim is to subsequently avoid any further close contact moments (during which keeping a distance of 1.5 meters is not possible) as much as possible and to allow the professional to work safely without a face mask or face shield.
- Should there still be close contact moments with customers despite the above, a face mask or face shield must be worn and you can ask the customer to do the same.
- If the customer insists on the professional wearing a face mask or face shield, then the professional can comply with this request. The only condition is that all other aspects of the protocol must subsequently be followed. The customer will then also be asked to wear a face mask him or herself.
- A mouth mask is mandatory in public spaces, such as porches that are freely accessible.
- Inform the customers/residents that they are completely free to ask the employee to leave the work location if they feel they are confronted with a situation they don't feel safe in at any time. For example, if you or a colleague coughs or sneezes either before or during the activities. Your manager or planner would subsequently also need to be informed.
- And the same applies vice versa too, you are also entitled to leave the work location if you feel you are confronted with a situation which makes you feel unsafe. For example, if a customer opens the door whilst coughing and sneezing. Inform the customer that you don't feel it's a good idea to enter the property because of the risk of becoming infected with the coronavirus and subsequently inform your manager or planner too.

Starting the activities

- Call fifteen minutes in advance to check whether there have been any changes to the situation.
- Enter into agreements about the order in which the activities are going to be carried out, making sure the appropriate distance can be maintained.
- Do you have the right PPE to hand?
- Have you travelled together with others? Then first store away or dispose of your face mask and wash your hands.

Execution

General precautionary measures must always be applied:

- Stay at least 1.5 meters away from customers. Ask customers to do the same.
- Wear a face mask or face shield during the initial physical contact. Subsequently make appropriate arrangements with the customer, so any further contact moments can be avoided as much as possible. Also explain that a face mask or face shield does not need to be worn during the normal activities, providing the customer keeps his/her distance.
- Limit the visit to the necessary work. Do not complete your administrative activities whilst with the customer and do not accept coffee.

- Clean the resident's toilet after use with a disposable cleaning wipe (without ethanol and preferably without isopropyl alcohol. Don't flush these wipes down the toilet).
- Should there still be close contact moments with customer during the execution of the activities, a face mask or face shield must be worn and you can ask the customer to do the same.
- Avoid as much contact as possible with documents or equipment when settling the bill with the customer.
- Subsequently walk outside and touch as little as possible. Clean your hands outside with the water and soap you have brought along yourself. Dry your hands with paper tissues. Another option is to use disinfectant gel (without ethanol and preferably without isopropyl alcohol).

Measures when carrying out emergency activities for people infected with the coronavirus, people with minor health complaints:

- Abide by the general instructions.
- Only carry out activities in case of a serious fault or calamity, no regular maintenance or installations.
- Conduct a LMRA (Last Minute Risk Assessment) before starting the activities.
- Possibly wear PPE. For extra protection, determine the need for this using the LMRA:
 - Disposable gloves, any type of quality will suffice
 - Disposable overall
 - Disposable slippers
 - Safety goggles (disposable ones, or otherwise disinfect)
- In public areas, such as freely accessible porches of flats wear always a face mask.
- Discuss with the customer by telephone beforehand that the front door will be left open upon arrival, or that it will be opened by someone else from the outside. Make sure the engineer knows exactly where he needs to be in the house, so he can make his own way there.
- Discuss with the customer by telephone beforehand that all people present in the house are going to be staying in a different room, one which the engineer won't need to access. Respiratory protection will then not be necessary.
- Communicate with the customer via telephone if necessary. Put the phone on loudspeaker, so facial contact is avoided.
- Once the activities have been completed: walk to the outside door, clean the tools and equipment you have used with water and a good degreasing cleanser (possibly disposable cleaning wipes). Using regular cleaning wipes for things the isopropyl alcohol wipes aren't suitable for. Take off the overall, slippers and lastly the gloves. Take off the (disposable) safety goggles and don't touch your face whilst doing so. Leave the personal protective equipment behind in a bag (do not touch this again!). Disinfect the safety goggles if a non-disposable version has been used.
- Subsequently walk outside and touch as little as possible. Clean your hands outside with the water and soap you have brought along yourself. Dry your hands with paper tissues. Another option is to use disinfectant gel (without ethanol and preferably without isopropyl alcohol).

During the activities

- Work in fixed teams and don't share tools, phones, PPE, etc.

- Dust will result in coughs and sneezes, avoid this where possible. Postpone the work if the usual measures, like source extraction for example, aren't sufficient.
- If you still need to sneeze, make sure you do this into your elbow. Coughing should also be done into your elbow.
- Blowing your nose should be done using a paper tissue. Immediately throw this away after use and then instantly wash your hands.
- Do you have to regularly sneeze, cough or blow your nose? Then you probably have some cold symptoms and you should go home.
- Constantly address each other and correct each other where appropriate distancing is concerned and any other dangerous behaviour.
- It's not always possible to keep an appropriate distance when working together during lifting, loading and unloading, etc;

First check whether it can't be resolved differently, think creatively. Always check:

- Is the job essential, or could it possibly be postponed?
- Could the job be done differently? Perhaps consider:
 - Lift and move mechanically rather than together.
 - Discuss in groups of no more than three people.
 - Use resources to keep something in place.

If you can't avoid working at short distances, then make sure you abide by the following rules:

- Enter into agreements about working safely. Involve the corona-responsible person. Use the TRA method if you usually work with this too. [Download](#) the TRA. The outcome of the task risk analysis (TRA) could be, for example, that wearing a face mask or face shield is unavoidable at work. However, this can only be used in addition to the options below.
- Look into whether screening off is possible.
- Don't touch the same surfaces wherever possible. Everyone should stay on their own side wherever possible.
- Follow the hygiene rules:
 - Don't touch your face.
 - Cough and sneeze into your elbow.
 - Bring your own paper tissues and immediately throw these into a closed bin or bag after use. Then wash your hands.
- If you're in doubt whether you should be doing something; stop the activity and discuss!
- If you are still left with questions, call the Occupational Health & Safety Service, or the Corona Construction & Technology Help Desk: 085 - 080 1544 (contactable between 08:00 and 17:00 hours).

Eating

- Wash hands and apply cream.
- Check whether everyone is still healthy.
- Preferably eat outside.
- Always stay 1.5 meters away from other people. Is this not possible with all colleagues at the same time? Then take turns eating in groups.
- Replace gloves if necessary, or supplement these.
- *Discuss any improvement points in the morning and take the appropriate measures for the remainder of the day!*

Other contact moments

- Interim work discussions: keep your distance, also whilst looking at drawings, etc.
- Avoid visits to a supermarket for your lunch and wash your hands after any possible visits outside of the construction site.

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- Accidents or in need of an emergency response team? Call 112 if necessary and try to keep as much distance as the situation allows.
- Check the person's breathing by observing the chest movements. DO NOT open the airway and DO NOT go to the victim's head to feel and listen.
- Cover the victim's mouth and nose with a cloth, piece of clothing or face mask without moving the head (throw any items used in the bin and wash clothes at 60 degrees).
- Use the AED.
- Perform chest compressions.
- DO NOT perform mouth-to-mouth resuscitation. Not even with a pocket mask or other form of protection.

End of the working day

- Review the day for any possible improvement points and implement measures for the next day.
- Take some extra time out for cleaning tools etc. Use water and a good degreasing cleanser for this purpose (possibly disposable cleaning wipes).
- Dispose of any used PPE in the correct place and replenish it.
- Put on clean work clothes every day.
- Clean the controls in the car (steering wheel, gear lever, door handle, touch screen, etc.) with a good degreasing cleanser for this purpose (possibly disposable cleaning wipes).
- Apply plenty of cream to your hands after washing them.
- Make sure you also observe the rules for travelling (see above) when returning home.
- Apply oily cream to your hands again before going to sleep.

Look after yourself and your hygiene well once you arrive back home, avoid unhealthy food, smoking and excessive alcohol consumption and make sure you get plenty of sleep; this will keep your immune system strong!

Clarification of at-risk and vulnerable groups

People aged 70 or above with the following health complaints form part of the at-risk or vulnerable groups:

- Abnormalities and functional disorders of the airways and lungs.
- Chronic heart disease.
- Diabetes mellitus.
- Severe kidney disease leading to dialysis or a kidney transplant.
- Decreased resistance to infections:
 - As a result of medication for an auto-immune disease.
 - After an organ transplant.
 - Haematological conditions.

PROFESSIONAL'S DAILY ROUTINE

Working at private properties, behind closed doors

- Congenital immune disorders or ones which have developed later in life and which require treatment.
- During or within three months of chemotherapy and/or radiation treatment for cancer patients.
- HIV patients in consultation with the HIV practitioner.
- A serious liver disease in consultation with the treating physician.
- Obesity (BMI>40).

Please don't hesitate to contact your company doctor if you're in any doubt. If you don't have a company doctor, perhaps if you're self-employed, you always have the option of contacting the corona help desk via email, telephone or chat. We will subsequently put you in touch with a company doctor.