

What can you do?

The RIVM has implemented measures which need to be followed by everyone in the Netherlands to prevent the virus from spreading. However, the rules do differ from person to person. Some people have already built up sufficient protection against COVID-19, while others have not yet.

Have you built up sufficient protection against Covid-19? That is the case in the following situations:

- After an infection with Covid-19 in the past 6 months
- Two weeks after the second vaccination (or the first after Covid-19)
- Four weeks after vaccination with the Janssen vaccine
- In case of certain disorders and medicines, the vaccination may offer insufficient protection. In this respect, the medical specialist or GP provides advice.

The general rules for staying at home are:

- Stay at home if you start having any symptoms, and arrange to be tested as soon as possible.
- Do not go to work if you have any symptoms.
 - 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
 - If you are seriously ill, or ill for a longer time, you must stay in isolation for a minimum of 14 days
 - Discuss things with the company doctor if necessary.
- Always follow the instructions from the CoronaMelder app.
- Stay in quarantine (at home or elsewhere) for ten days after returning from a stay in an area (city, region, country), which has been declared an orange or red zone (unsafe) by the Dutch Central Government.
 - The compulsory ten day quarantine period does not apply to cross-border workers if they return to their home country at least once a week.
 - Migrant workers and travellers in quarantine at home or elsewhere can request a Covid-19 test on the 5th day. They can come out of quarantine if the result is negative.
 - The (home) quarantine is not applicable to fully vaccinated travellers. However, obligations may apply to the vaccination certificate, a Covid-19 test, a health certificate, and a quarantine certificate.

If you're not fully protected, the following rules also apply to you:

- Do not go to work if someone you live with has a fever or shortness of breath in addition to respiratory problems, and you haven't yet received the results from the Covid-19 test.
- Stay in (home) quarantine for 10 days, counting from the last high-risk contact.
- The GGD or company doctor can impose the (home) quarantine based on the test and trace information.

PROFESSIONAL'S DAILY ROUTINE

Working at private properties, behind closed doors

- If you do not get any symptoms, you can request a Covid-19 test on the 5th day. You can come out of quarantine if the test result is negative (no Covid-19 virus infection).

If you can go to work, the following rules apply:

- Do not shake hands.
- 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 when you travel with 3 or more people in a company van.

All in all, this means that you have to do things all day long that you are not used to.

You don't always have to maintain 1.5-metre social distancing, but continue to do so in the following situations:

- If you have fragile health.
- If you are not yet fully protected (see box on page 1).
- If you have to maintain 1.5-metre social distancing according to the GGD because you were in close contact with someone who was infected.
- Do you have colleagues who in the above categories? Keep 1.5 metres away from them.
- Even if you visit private individuals during work, keep 1.5 metres away from the residents.

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 take a Covid-19 test, paid for by the employer.
- Go back to work in case of a negative test (no Covid-19) and mild symptoms. Discuss things with the company doctor if necessary.

- Have you tested positive? Then you have a Covid-19 infection. 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 are you waiting for the results of the Covid-19 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. If you are fully protected, this rule does not apply and you can return to work.
- Has someone you live with or a close contact tested positive? And are you not yet fully protected yourself?
 - Stay in quarantine for 10 days, counting from the last high-risk contact.
 - Quarantine also applies if you are notified by the CoronaMelder app.
 - You can request a Covid-19 test on the 5th day of quarantine. You can come out of quarantine if the result is negative (no infection).
- Has your roommate or close contact tested positive, and are you fully protected yourself? Then you do not need to quarantine. However, the following applies:
 - Stay away from those who test positive.
 - Keep 1.5 metres away from people outside your household for 10 days.
 - Avoid contact with vulnerable people.
 - Have yourself tested in case of minor symptoms, and request a Covid-19 test on the 5th day.
- 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.
 - Shortening the 10-day quarantine after a negative Covid-19 test on the 5th day does not apply to travellers.
 - The (home) quarantine is not applicable to fully vaccinated travellers. However, obligations may apply to the vaccination certificate, a Covid-19 test, a health certificate, and a quarantine certificate.
- 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 Covid-19. Also consult the company doctor about the home quarantine obligation once you've returned from holiday. You must not display any Covid-19 symptoms yourself
- 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 with three or more colleagues in a company 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.
- 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. You can use these if you need to blow your nose, for example. 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. Keep the data for the GGD track & trace investigation for two weeks.
- 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.

A few additional tips for travelling together safely:

- Make sure there is plenty of ventilation, but avoid heavy air flows.
- 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).
- 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 symptoms (cough, sore throat, runny nose, fever).
- Customers have Covid-19, or are very likely to have it, 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. 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:
 - The house must be well ventilated (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 mechanic, and keep as much distance as possible (at least 1.5 metres). Make sure all the residents are in a different room during the visit.
- Tell customers about using a face mask or face shield: the arrangements are checked prior to work. The aim is to subsequently avoid any further close contact moments (during which keeping a distance of 1.5 metres 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.
- 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 Covid-19. Then inform your manager or planner as well.

Starting the activities

- Call 15 minutes in advance to check whether there are any changes in 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 metres 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 no face mask or face shield is required during normal work if the customer keeps their distance.
- Limit the visit to the necessary work. Do not carry out administrative work at the customer.
- 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 performing emergency jobs for people with Covid-19, people with minor health problems:

- 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 additional protection, determine the need for this based on the LMRA.:
 - Disposable gloves, any type of quality will suffice
 - Disposable overall
 - Disposable slippers
 - Safety goggles (disposable ones, or otherwise disinfect)
- 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.
- Address each other continuously, and correct each other if social distancing is not observed or there is other risky 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 Covid-19 officer. Use the TRA method if you usually work with this too. [Download](#) the TRA. For example, the task risk analysis (TRA) may show that wearing a face mask or face shield during the work is unavoidable. 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.

PROFESSIONAL'S DAILY ROUTINE

Working at private properties, behind closed doors

- 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.
- Maintain 1.5-m social distancing where necessary. Is this not possible with all colleagues at the same time? Then take turns eating in groups.
- Replace gloves if necessary, or supplement these.

Other contact moments

- Interim work meetings: keep your distance where necessary, also when looking at drawings, etc.

ERO

- Accidents or in need of an emergency response team? Call 112 if necessary.
- CPR may be performed according to normal guidelines. Decide for yourself whether to open the airway and perform mouth-to-mouth resuscitation.

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!