

SANITARY PROTOCOLS



CROSS-INTERSECTORIAL



SANITARY PROTOCOLS

Intersectoral Protocol

I. Guideline

Steps:

1. Social Distancing
2. Personal Hygiene
3. Cleaning and sanitizing environments
4. Communication
5. Monitoring health conditions

This protocol applies to all sectors, including their employers, employees, customers or users.

Protocol:

I. SOCIAL DISTANCING		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
Safe distance - Maintain a minimum distance between people of 1.5 meters in all environments, internal and external, except for exceptions due to the specificity of the activity or for people who depend on monitoring or special care, such as children up to 12 years old, elderly and people with disabilities.	Recommended	Recommended
Distancing of people who live together - When dealing with family members and inhabitants of the same residence, the minimum distance between them will not be applicable. However, they must respect the minimum safety distance in relation to others present.	N/A	Recommended
Distance in the work environment - Reorganize the work environment to meet the minimum distance between people.	Recommended	Recommended
Demarcation of flow areas - Whenever possible, demarcate areas of flow of people to avoid agglomerations, minimizing the number of people in the same environment and respecting the minimum distance.	Recommended	Recommended

Distance in rows - Whenever possible, preferably indicate on the floor or in a visible place the position in which people should wait in line, respecting the minimum distance.	Recommended	Recommended
Open and airy environments - Whenever possible, keep the environments open and airy.	Recommended	N/A
Circulation reduction - Whenever possible, avoid the circulation of employees in the common areas of establishments and outside their specific working environments. With regard to customers, to avoid as much as possible their access to establishments and their environments.	Recommended	Recommended
Physical barriers or use of Personal Protective Equipment (PPE) when it is impossible to maintain the minimum distance - Use physical barriers or specific protective PPE between people, in the form of transparent dividers or face shields, whenever the distance between people cannot be maintained.	Recommended	Recommended
Teleworking regime - Prioritize the teleworking model (remote work) whenever possible, especially for administrative activities and employees who are part of the risk group or live with them and take care of family members, such as children.	Recommended	N/A
Reducing the risk of contagion among employees - Keep employees with suspected COVID-19 contamination and those with a confirmed diagnosis away from work or on teleworking, for at least 14 days, even when they have physical health conditions that allow face-to-face work. The same applies to those who have had contact with infected by COVID-19 in the last 14 days.	Recommended	N/A
Travel reduction - Whenever possible, avoid national and international work trips and, when they occur, ensure constant communication with the employee for guidance on prevention and monitoring measures.	Recommended	N/A
Virtual meetings - Whenever possible, carry out activities in a virtual way, including meetings, classes and training.	Recommended	Recommended
Fire simulations - Temporarily suspend fire simulations at the company's facilities.	Recommended	Recommended
Security for risky groups in service - Whenever possible, define different times for attending people at risk.	Recommended	Recommended

Digital channels - Prioritize and encourage customer service through digital channels, in all activities and actions, such as operation and sale, support and remote service (telephone, application or online).	Recommended	Recommended
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2. PERSONAL HYGINE		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
Personal protection - Require the use of masks or face shields in all work environments by employees and customers, as well as encourage the use of them on the way to work, whether in collective or individual transportation, and in public workers and family and social life.	Recommended	Recommended
Personal Protective Equipment (PPE) - Require the use and / or make necessary PPE available to employees for each type of activity, in addition to those of mandatory use, such as masks, mainly for cleaning, removal and waste exchange activities , food handling and manipulation and temperature measurement and other medical care.	Recommended	N/A
Reusable PPE - Collect and disinfect PPE, such as aprons, face shields, gloves, and hearing protection, or provide a suitable place for the employee to do it daily.	Recommended	N/A
Food - Provide food and drinking water individually. If the water is supplied in gallons, purifiers or water filters, each one must have its own glass. Commonly used pressure drinkers must be removed or sealed.	Recommended	Recommended
Physical contact - Guide employees and customers to avoid touching their eyes, mouth and nose and avoid physical contact with third parties, such as kisses, hugs and handshakes.	Recommended	Recommended
Respiratory hygiene - Guide employees and customers to follow the cough etiquette to respiratory hygiene (cover coughs and sneezes with disposable tissues, throw it away immediately and wash your hands in sequence).	Recommended	Recommended

<p>Hand hygiene - Encourage hand washing or hygiene with gel alcohol 70% before starting work, after coughing, sneezing, using the bathroom, touching money, handling cooked, ready or fresh foods, handling garbage, use shared work objects; and before and after putting on the mask.</p>	Recommended	Recommended
<p>Availability of 70% gel alcohol - Make 70% gel alcohol available in all environments and workstations, for use by employees and customers.</p>	Recommended	Recommended
<p>Cardboard machines - Wrap the card machines with plastic wrap and clean them after each use.</p>	Recommended	N/A
<p>Disposal of masks - Indicate specific locations for disposal of masks to employees and customers, as well as disclose instructions on how to put them on and remove them safely, recommending periodic changes, according to the manufacturer's instructions and the instructions of the health authorities and health.</p>	Recommended	Recommended
<p>Object sharing - Guide employees and customers so that they do not share personal objects, such as headphones, cell phones, pens, glasses, cutlery and plates, as well as how to properly clean them. Whenever possible, the same should be applied for sharing work objects. Objects provided to customers must be individually wrapped.</p>	Recommended	Recommended
<p>Shared material - Carry out and / or require the hygienization of all material used by customers for each customer exchange.</p>	Recommended	Recommended
<p>Third-party services - The carrying out of surveys and services on the client should only be carried out when essential. When at the client, professionals must clearly communicate the guidelines to be followed, in addition to adapting to the client's health and safety protocols.</p>	Recommended	Recommended

3. CLINING AND ENVIRONMENT HYGINE

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
<p>Cleaning - Improve and reinforce the cleaning and hygiene processes in all environments and equipment, including floors, workstations, machines, tables, chairs, computers, among others, at the beginning and end of each day and intensify the cleaning of common areas and high circulation of people during the period of operation.</p>	Recommended	N/A
<p>Cleaning the garbage and disposing of the garbage - Carry out the cleaning of the garbage cans and the disposal of garbage frequently and separate the garbage with potential for contamination (PPE, gloves, masks, etc.) and dispose of it in a way that does not offer contamination risks and in an isolated location.</p>	Recommended	N/A
<p>Dumpsters - Provide a trash can with a lid with a device that allows opening and closing without the use of hands (pedal or other type of device, such as automatic activation).</p>	Recommended	Recommended
<p>Keeping doors open - Whenever possible, keep doors and windows open, avoiding touching knobs and locks.</p>	Recommended	N/A
<p>Removal of rugs and carpets - Whenever possible, remove or avoid the use of rugs and carpets, facilitating the cleaning process. If withdrawal is not possible, reinforce their cleaning and sanitization.</p>	Recommended	N/A
<p>Surfaces and objects of frequent contact - Make cleaning kits available to employees and guide them to clean surfaces and objects of frequent contact before and after their use, such as buttons, tables, computers and steering wheels.</p>	Recommended	N/A
<p>Air conditioning - When possible, avoid using air conditioning. If it is the only ventilation option, install and maintain clean filters and ducts, in addition to weekly maintenance and cleaning of the air conditioning system through PMOC (Maintenance, Operation and Control Plan).</p>	Recommended	N/A
<p>Hygiene of infected environments - In case of confirmation of the COVID19, isolate the environments in which the infected person has passed through to complete hygiene.</p>	Recommended	Recommended

4. COMUNICACION

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
<p>Dissemination of new processes and preventive training - Define new processes and protocols and communicate employees and customers. When applicable, with training and meetings, preferably virtual, on new processes and return to work and preventive measures and actions, including how to identify symptoms, what are the isolation cases, personal hygiene procedures and other rules of protocols, manuals, legislation and good practices to be followed.</p>	Recommended	N/A
<p>Distribution of posters and folders - In closed locations, all environments must have posters with the main measures and recommendations, or digital folders should be distributed.</p>	Recommended	Recommended
<p>Communication and dissemination of information - Provide employees and customers with an explanatory virtual booklet with preventive guidelines to be adopted in the work, public and family and social environments in all the company's communication channels.</p>	Recommended	Recommended
<p>Communication of confirmed and suspected cases - Communicate health clinics (business) and HR area of the company about suspected and confirmed cases of COVID19, as well as inform employees of the same area / team, workers and clients who had close contact with the patient of the suspected or confirmed case in the last 14 days.</p>	Recommended	Recommended
<p>Partner companies - Communicate partner companies when confirming the case of COVID19 in which the employee / service provider has worked within the contractor's premises or had contact with the contractor's employees and customers.</p>	Recommended	N/A
<p>Communication with competent bodies - Create a process and establish efficient communication with the public and the competent bodies about information, measures and actions developed to ensure the safety of customers and employees, as well as the status of cases and monitoring of infected people. .</p>	Recommended	Recommended

5. HEALTH CONDITIONS MONITORING

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
Monitoring of updated recommendations - Strictly monitor the recommendations of Organs competent bodies for the implementation of new preventive measures, products or services.	Recommended	Recommended
Monitoring of cases - Create a process and define those responsible for monitoring and reporting suspected and confirmed cases, including the monitoring of people who have had contact with a contaminated or suspect in the last 14 days, with systematization of data and periodic information to the competent authorities .	Recommended	N/A
Temperature measurement - Measure the body temperature of employees and customers at the entrance, restricting access to the establishment and redeploying to receive medical care if it is above 37.5°C. ”	Recommended	Recommended
Measurement time - Make the temperature measurement time more flexible, allowing it to be carried out not only at the employee's entrance, but during any office hours.	Recommended	N/A
Return from risky areas - Monitor any employee symptoms for 14 days, checking the body temperature twice a day if you have returned from a risky area (above 37.5°C), preferably keeping the employee in telework or away during that period, when possible.	Recommended	N/A
Support and monitoring - Whenever possible, provide support and psychological monitoring to employees and their families.	Recommended	N/A

GUIDELINE FOR SECTORS

Places:

1. Food halls
2. Bathrooms and changing rooms
3. Kitchens
4. Offices and workstations
5. Meeting rooms
6. Chartered transportation
7. Waiting rooms and lobbies
8. Warehouses, inventories and layoffs
9. Entrances (turnstiles, etc.)
10. Industrial parks
11. Commercial areas (stores, markets, agencies)
12. Auditoriums, audiences, bleachers (places of congresses, workshops, events)
13. Cashiers, service desks, information posts and receptions
14. Elevators and stairs
15. Classrooms and training rooms
16. Common living areas (teachers' room, coffee space, etc.)

Protocols:

I. FOOD HALLS		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Flow control - Control the flow into and out of the establishment.	Recommended	Recommended
Arrangement of tables and chairs - Change the arrangement of tables and chairs, when necessary to ensure minimum distance, and reduce the number of people per table.	Recommended	Recommended
Food scales - Organize scales for lunch, dinner, coffees and snacks to avoid crowds.	Recommended	N/A
Password usage - Organize the queues using passwords, preferably digital, via cell phone or other digital means.	Recommended	Recommended

Cutlery - Provide and use disposable or properly packaged cutlery, protected from interaction by different people and properly cleaned.	Recommended	Recommended
Payment - Encourage payment transactions to be made via card or other electronic means. Whenever possible, transactions must be carried out by a specific employee, who does not handle food, objects and utensils related to food / meal.	Recommended	Recommended
PERSONAL HYGINE		
Use of masks - Require the use of masks by employees and customers, being able to remove it only at the time of the meal and following the proper storage and the correct handling and disposal of it.	Recommended	Recommended
Care during meals - Prohibit sharing of cutlery, plates or glasses, as well as food.	Recommended	Recommended
Hand hygiene - Make water and soap or alcohol gel 70% available at the entrance of the environments and guide employees and customers to hand hygiene at the entrance and exit of the establishment.	Recommended	Recommended
Provision of dishes and meals - Prioritize, whenever possible, meals plated instead of self-service.	Recommended	Recommended
CLEANING AND HYGIENIZATION		
Hygiene of tables and chairs - Sanitize tables, chairs and other objects placed on the table at each cycle of use (change of employee or customer).	Recommended	Recommended
Packaging - Remove the supplier's secondary and tertiary packaging and perform the proper disposal before storing the products.	Recommended	N/A

2. BATHROOMS AND CLOTHING

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Access control to changing rooms and bathrooms - Control access to changing rooms and bathrooms.	Recommended	Recommended
PERSONAL HYGINE		
Personal cleaning - Facilitate access to hand washing places and signal the need to wash your hands with water and liquid soap or, if not possible, 70% gel alcohol after using the bathroom or changing room.	Recommended	Recommended
Disposable paper towels - Make disposable paper towels available in the bathrooms and changing rooms to dry your hands.	Recommended	Recommended
Uniforms and clothing - Guide employees and customers to avoid contact between uniforms and clean clothing with used uniforms and clothing, keeping hants away from garments, avoiding cross contamination.	Recommended	Recommended
CLEANING AND HYGIENIZATION		
Periodicidade da higienização - Sanitize bathrooms, washbasins and changing rooms before opening, after closing and, at least, every three hours.	Recommended	N/A

3. KITCHENS

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Access - Reduce and strictly control the access of people outside the areas of food production and manipulation, including suppliers.	Recommended	N/A
Flexibility of feeding schedules - Whenever possible, extend the operating period, in order to avoid crowding during feeding schedules.	Recommended	N/A
Safe distance - Inside the kitchen, the minimum safe distance between people can be reduced to one meter, as long as everyone is wearing a mask and gloves.	Recommended	N/A

PERSONAL HYGINE		
Use of masks - Require and monitor the use of masks, gloves and other necessary PPE for employees responsible for the preparation, handling and delivery of food and meals.	Recommended	N/A
Personal cleaning - Keep nails short and without enamels and do not use adornments that can accumulate dirt and microorganisms, such as rings, wedding rings, necklaces and watches.	Recommended	N/A

4. OFFICES AND WORKSTATIONS		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Distance in the office - Restrict agglomerations in common spaces, demarcate areas that should not be used, visually indicate the maximum limitation of people in the environments and ensure the minimum distance between employees and customers through the reorganization of tables and chairs, if necessary, demarcating places that will need to be empty.	Recommended	Recommended
Reducing the presence of third parties - Restrict visits and access by third parties to those previously scheduled, giving priority to holding virtual meetings.	N/A	Recommended
Whenever possible, disperse employees in different physical areas of the company, respecting the minimum distance and reducing the chances of contagion and non-viability of the operation.	Recommended	N/A
PERSONAL HYGINE		
Shared environments - Install containers with 70% alcohol gel in shared environments for use by employees and customers.	Recommended	Recommended
CLEANING AND HYGINE		
Workstations - Perform complete cleaning of workstations daily.	Recommended	N/A
Removing unused furniture - Remove unused furniture and equipment in order to avoid unnecessary use and sharing.	Recommended	Recommended

Protective papers on tables - It is recommended to use protective papers on workstations. These must be discarded at the end of the day by the employee himself.	Recommended	Recommended
Document packaging - Perform complete workstation hygiene daily.	Recommended	N/A

5. MEETING ROOMS		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Security in face-to-face meetings - Determine a person in charge of the meeting to handle the controls of meeting rooms and the like, avoiding the sharing of objects between participants.	Recommended	Recommended
PERSONAL HIGYNE		
Hygiene materials - Ensure the availability of hygiene materials in case it is necessary to hold face-to-face meetings and events	Recommended	Recommended
CLEANING AND HYGINE		
Cleaning - Sanitize the meeting rooms after each use.	Recommended	Recommended

6. FREIGHT TRANSPORT		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Charter bus disembarkation / disembarkation procedures - Adopt embarkation and disembarkation procedures in order to avoid the crossing of the flow of people, starting the filling of the chartered bus by the rear seats and its dismantling by the front seats.	Recommended	N/A

Reduced vehicle capacity - Adapt the chartering of chartered buses to ensure a minimum safe distance between passengers, always leaving at least one empty seat between two occupants.	Recommended	N/A
COMUNICACION		
Contact - Guide all passengers to avoid touching the seats, doors, windows and other items of vehicles.	Recommended	N/A
CLEANING AND HYGINE		
Cleaning of own or chartered transport - Sanitize benches, surfaces and other places where there may be contact with hands, still keeping containers with 70% gel alcohol so that employees and customers can perform hand and forearm hygiene.	Recommended	N/A

7. WAITING ROOMS AND HALLS		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Seated spacing - Maintain a minimum safe distance between people, changing the arrangement of furniture or alternating seats and demarcating places that should be empty.	Recommended	Recommended
Limiting people - Limit the number of people in the waiting area. Whenever possible, adopt a prior appointment scheduling system, providing for larger windows among customers.	N/A	Recommended
ENVIRONMENTAL CLEANING AND HYGIENIZATION		
Cleaning the waiting rooms - Remove from the waiting room all items of entertainment that can be handled by customers, such as magazines, tablets or information catalogs.	N/A	Recommended

8. WAREHOUSES, STOCKS AND DISPENSES

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Minimum distance - Ensure that the carrier respects the minimum safe distance from the establishment, avoiding contagions and contamination, and reinforcing actions that promote a lower flow of people in the process of storing and receiving goods, avoiding agglomerations.	Recommended	N/A
Delivery and receipt of goods - Carry out the delivery and receipt of goods, observing the minimum distance between the internal employee and the external person; and after receiving the goods, wash your hands with soap and water or, if not possible, with 70% gel alcohol.	Recommended	N/A

9. ENTRIES (RATCHETS ETC.)

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Start of shift - Organize a decontamination point at the entrance of the establishment to clean bags, deliver masks and sanitized badges.	Recommended	Recommended
Personal cleaning - Provide water and soap or alcohol in gel 70% for hand hygiene. Whenever possible, install hand hygiene stations at the entrance and encourage their use.	Recommended	Recommended

10. FABRIS PARKS		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Secure employee access - Avoid the biometric electronic point.	Recommended	N/A
Reduction of unnecessary employee traffic - Prevent internal staff meals from outside third-party establishments.	Recommended	N/A
Whenever possible, disperse employees in different physical areas of the company, respecting the minimum distance and reducing the chances of contagion and unviability of the operation.	Recommended	N/A

11. TRADE AREAS (SHOPS, MARKETS, AGENCIES)		
GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Control of agglomerations in trade - Restriction of access to trade in order to avoid agglomeration and maintain the minimum distance.	Recommended	Recommended
Security for risky groups in service - Increase the number of preferential boxes to serve the public at risk groups.	Recommended	Recommended
HEALTH CONDITIONS MONITORING		
Case monitoring - Create online channel where customers can report, even anonymously, any symptoms or confirmation of contamination after visiting the store.	Recommended	Recommended

12. AUDITORIUMS, PLATES, ARCHIBANCES (CONGRESS PLACES, WORKSHOPS, EVENTS)

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Seated spacing - Maintain a minimum safe distance between people, changing the arrangement of furniture or alternating seats, demarcating places that will need to be empty, and considering not only the lateral spacing, but also the spacing between people in different rows.	Recommended	Recommended
Standing distance - Demarcate the floor with signaling tapes, informing the minimum distance that should be adopted by all.	Recommended	Recommended

13. BOXES, SERVICE DESKS, INFORMATION STATIONS AND RECEPTIONS

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Reduced physical contact with customers at the cash register - Whenever possible, use payment methods through an application, QRCode and other models without physical contact between employee and customer.	Recommended	Recommended

14. ELEVATORS AND STAIRS

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Better use of elevators - Limit simultaneous use of elevators, reduce the maximum capacity, maintain the minimum distance required and guide employees and customers not to talk inside the elevators.	Recommended	Recommended

CLEANING AND HYGIENIZATION

Cleaning stairs and elevators - Sanitize stairs and elevators for shared use with each use and instruct the employee or customer to wash their hands with soap and water or, if not possible, to use 70% gel alcohol after using them.	Recommended	Recommended
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15. CLASSROOM AND TRAINING ROOMS

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Restrictions for face-to-face events - Prohibit face-to-face classes, courses and training in closed areas without ventilation, and must be held in open or airy environments.	Recommended	Recommended

16. COMMON LIVING AREAS (TEACHER ROOM, COFFEE SPACE ETC.)

GUIDELINE	FOR EMPLOYEES	FOR CLIENTS
SOCIAL DISTANCING		
Distance in common areas - Maintain a minimum safe distance between people, changing the arrangement of furniture or alternating seats, demarcating places that will need to be empty or indicating on the floor with signage tapes the minimum distance that must be adopted by everyone..	Recommended	Recommended



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