



Pandemic Cleaning Procedures (COVID-19)

Guidance for
Canadian staff

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cenovus
ENERGY

Pandemic Cleaning Procedures (COVID-19)



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1.0 Purpose

To provide documented, detailed procedures for conducting deep cleaning of hard surfaces, shared Cenovus vehicles, and offices, to give all Cenovus staff peace of mind that their work equipment and environment is thoroughly cleaned.

2.0 Document User Profile

This document is created for all Cenovus staff members to utilize during the period of the COVID-19 pandemic. This document lays out the best practices for cleaning potentially contaminated area and items. In some cases, such as fleet vehicles, personal electronics, respirators, etc. you will be required to do your own cleaning & disinfection.

3.0 Coronavirus Disease (COVID-19) Cleaning & Disinfection Procedures

All COVID-19 cases (both symptomatic and positive) MUST be reported to the covid19@cenovus.com email address, the on-site Health clinic or site leadership. Cenovus is tracking all instances of COVID-19 and will ensure that the proper cleaning takes place.

PLEASE NOTE:

If your site does encounter a confirmed COVID-19 case, it is required that the entity or office contact covid19@cenovus.com or through an established site process to arrange a professional cleaning or remediation company to perform a deep clean and disinfection of the space. Though directions are listed in this document, Cenovus does not expect an employee to clean a confirmed COVID-19 contamination. It should be avoided unless it is absolutely business critical, no professional company is available to perform the disinfection, and all required PPE & disinfectants are available. As a last resort, the following must be used as a guideline.

3.1. COVID-19 Response to Disinfectants

COVID-19 is an infectious disease that is caused by a new strain of coronavirus. It is named “Corona” for the crown like appearance of the virus. Unlike bacteria, viruses cannot replicate outside a human host. However, it may survive outside of the host for a long period of time. Evidence suggests that the virus can live on objects and surfaces anywhere from a few hours to days.

COVID-19 can be transmitted through direct contact (interactions with the infected person), indirect (touching a contaminated surface), droplets (droplets can be carried by air currents to infect a nearby person). Physical distancing, proper hand hygiene and avoiding touching your face can support the prevention of the spread of viruses, in addition to avoiding contact with other people, such as hand shaking or sitting closely together.

Cleaning interventions can also mitigate the transmission of COVID-19. Use only approved hard-surface disinfectants that have been approved Cenovus or have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada. A list of disinfectants that are effective against COVID-19 are listed on the Government of Canada website: [Disinfectants for Use Against COVID-19](#) Please refer to this list often as it is updated with new products as more information becomes available.

PLEASE NOTE:

The following cleaning guidelines are cleaning and disinfecting best practices that have been suggested by Cenovus’ partners, vendors and equipment manufacturers. Please use them as a reference for your specific sites. Many of these guidelines include specific products and techniques for equipment you will find at your site.

Disinfecting as per the guidelines below, can help to reduce the risk for transmission of the COVID-19 virus. If you do not have access to a specific type of disinfectant recommended by the manufacturer, please use an alternate disinfectant. Protecting the health of our employees is our primary objective. Recommended percentages of alcohol, bleach, or other disinfectant product may vary as the surface being cleaned changes.

3.2. Handwashing Guidelines

Washing your hands with soap and water is effective against COVID-19 when you do it correctly and frequently.

Visit the Government of Canada website for more information on proper hand hygiene: <https://www.canada.ca/en/public-health/services/healthy-living/hand-hygiene.html>

3.3. Equipment and Tools

3.3.1. Cleaning Respirator Facepieces

Respirator Cleaning Wipes may be used as an interim method in the cleaning schedule for individually assigned respirator face pieces, but this should not be the only method in place. Respirators must be thoroughly cleaned at the end of each day or between users, using these procedures:

DISINFECTING SOLUTIONS	
When using the recommended cleaning products, follow the manufacturer instructions. Improper use or handling of these products may result in damage to the facepiece.	
Manufacturer recommended and approved by EPA	
<ul style="list-style-type: none"> • 3M/Scott Respirators: Cleaning and Disinfecting 3M Reusable Elastomeric Half and Full Facepiece Respirators following Potential Exposure to Coronaviruses • Honeywell North: Cleaning and disinfecting North respirators (honeywell.com) • MSA: Confidence Plus Germicidal Cleaner (Item #: 10009971) by MSA • Drager: Neutral Disinfectant Cleaner by Ecolab. 	
In the absence of manufacturer-recommended disinfectant use following;	
<ul style="list-style-type: none"> • Hypochlorite solution (50 ppm of chlorine) made by adding approximately one millilitre (1 mL) of laundry bleach to one litre (1 L) of water. 	

3.3.2. Gas Detection Equipment

Personal gas monitors must be thoroughly cleaned at the end of each day or between users using this procedure.

The precision sensors in your monitor are highly sensitive to many different chemicals, including alcohol and other disinfectants, so using them could cause the monitor to malfunction. Additionally, alcohol-based cleaners/disinfectants will cause your monitor to go into alarm. If you zero the monitor too soon, the monitor will read falsely low, potentially putting you in unsafe conditions.

The rubber, plastics, and barriers in your monitor can also absorb the disinfectant chemicals. This is problematic because these are some of the same chemicals you may check using this monitor.

Follow the cleaning and disinfection procedures developed and published by device manufacturers:

- Blackline Safety – G7 [COVID-19: cleaning and disinfecting your G7 safety wearable \(blacklinesafety.com\)](#)
- Dräger - X AM 5000 <https://www.draeger.com/Library/Content/Cleaning-and-disinfection-mobile-gas-detection-en-master.pdf>
- Honeywell - BW, GasAlert Extreme, GasAlert MicroClip, GasAlertQuattro, GasAlertMicro 5, ToxiPro <https://sps-support.honeywell.com/sfc/servlet.shepherd/version/renditionDownload?rendition=SVGZ&versionId=0682G000008SU57&operationContext=CHATTER&contentId=05T2G00000QFvzhz&page=0>
- Industrial Scientific - TANGO TX1 VENTIS MX4, VENTIS PRO5, MX6 IBRID <https://www.indsci.com/en/the-monitor-blog/how-to-clean-a-gas-detector>

3.3.3. Radios

Radios must be cleaned and sanitized after each shift and between users.

1	Brush off loose dirt with a soft bristled brush or dry cloth.
2	Wipe down the radio with a soap and water solution to clean. Ensure that no solution remains near any connectors, cracks or crevices in the device. <ul style="list-style-type: none"> • 10 parts water to 1-part dish soap
3	Devices should be sanitized by wiping them down with rubbing alcohol with at least a 70% alcohol concentration. Do not use bleach to cleanse or disinfect your device as it can have a detrimental effect on the plastics and metal plating.

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3.3.4. IT Equipment (Personal & Shared Items)

3.3.5 Crestron Touch Screen Consoles – Meeting Rooms

Crestron touch screens can be found in some Cenovus meeting rooms. Follow the cleaning instruction as per the following:

<https://www.crestron.com/News/Blog/March-2020/How-to-sanitize-Crestron-Touchscreens>

3.3.6. Smart Technology Touch Screen Consoles – Meeting Rooms

Follow these instructions to clean your interactive display screen without damaging its anti-glare coating or other product components. These instructions are also suitable for interactive whiteboards and all other SMART accessories.

https://community.smarttech.com/s/article/How-to-clean-SMART-Board-interactive-display-surfaces?language=en_US

3.3.7. Dell Display Cleaning

The latest recommended information for disinfecting your Dell display can be found at the following link:

<https://www.dell.com/support/article/en-ca/sln308919/guidance-for-keeping-your-dell-technologies-equipment-clean?lang=en>

3.3.8. Microsoft Surface – Travel Keyboard, Screen, Surface Bluetooth Keyboard, Surface Mouse

The latest recommended information can be found at the following link. <https://support.microsoft.com/en-us/surface/clean-and-care-for-your-surface-8b3e7e01-f2b7-5854-b7a6-dac2cbf6e104> .

This guidance applies to the totality of the Surface devices including their screens. And this guidance also applies to Microsoft keyboards and Microsoft / Surface mice.

3.3.9. Panasonic Toughbook – Used by operators at the field sites

TEST RESULTS

						
Panasonic	55	31	33	20	G1	M1
Sani-Cloth® Plus Germicidal Disposal Cloth	OK	OK	OK	OK	OK	OK
Alcohol Prep Swabs	OK	OK	OK	OK	OK	OK
CaviWipes™	OK	OK	OK	OK	OK	OK
Total Solutions™ Disinfectant Wipes	OK	OK	OK	OK	OK	OK
Clorox Healthcare® Bleach Germicidal Wipes	OK	-	OK	OK	OK	OK

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3.3.10. Canon Printer touchpads/user interface

The latest recommended information can be found at the following link.

<https://csa.canon.com/internet/portal/us/csa/company/coronavirus-update/device-cleaning>

3.3.11. Headsets

Because headsets can be difficult to clean thoroughly, Cenovus recommends not to share headsets.

3.3.12. Polycom Desk Phones/Handsets & Conference Room Phones

Use alcohol swabs or wipes. Other cleaning wipes such as CaviWipes®, Lysol®, and Green Works may leave a residue which can compromise the keys and affect the internal electronics.

3.3.13. Apple Cell phones

The way to clean the phone depends on the type of iPhone phone that the user has, as some are waterproof, some have glass, some plastic surfaces, etc. The link below is to the apple website that breaks down the different phone types and cleaning instructions.

<https://support.apple.com/en-ca/HT207123>

General guidance is - Using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes, you may gently wipe the exterior surfaces of your iPhone. The use of bleach on your iPhone is not recommended. Avoid getting moisture in any openings, and don't submerge your iPhone in any cleaning agents.

3.4. Hard Surfaces

This applies to all hard surfaces including those in fleet vehicles and offices and kitchens.

3.4.1 Preparing to Clean

It is important to follow the best practices below when cleaning, which were provided to us by Cenovus's partner ServiceMaster.

1. Perform hand hygiene:
2. Don appropriate PPE, per disinfectant product label. At minimum, disposable gloves are required.
3. Using a Health Canada / US EPA approved disinfectant and, ensuring proper dwell time, clean and disinfect high-touch surfaces. Ensure visible soiling is removed prior to disinfecting surfaces.
4. Cleaning process:
 - i. Work from high to low
 - ii. Clean to dirty
 - iii. Systematic – clockwise
 - iv. Wipe in one direction – S-stroke for mops or unidirectional for wipes
5. Dwell times
 - i. 3 – 5 minutes depending on disinfectant used. Be sure to read the label on the product you are using to confirm.
6. Doff (remove) and carefully dispose of PPE appropriately.
7. Perform hand hygiene again:

3.4.2 How to Clean

While cleaning, it is recommended that the cleaner utilize a "Dual Bucket System" when cleaning to avoid cross contamination between surfaces.

1. Clean Cloth Bucket: Microfiber cloths are presoaked in sanitization solution approved by the manufacturer and are ready to use in designated areas.

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- a. To avoid cross-contamination between surfaces, the Microfiber must be folded 8 times using all sides prior to disposing in soiled cloth bucket.
- 2. Soiled Cloth Bucket: All used cloths are eliminated from use and separated into this bucket for laundering.

If you are using Disposable Wipes for cleaning, use one wipe per every 2 surfaces (one surface per side) to avoid cross-contamination.

- Ford has recommended the following products for cleaning vehicles: Clorox Fresh Scent disinfecting wipes, Sani-Prime Germicidal Spray, Sani-cloth Prime Germicidal Disposable wipes, Purell Foodservice Surface Sanitizer, Clorox Commercial Solutions Hydrogen Peroxide Cleaner, Clorox Healthcare Hydrogen Peroxide Cleaner Disinfectant, OXIVIR 1 Wipes, OXIVIR 1 RTU spray, and OXIVIR TB RTU Spray.
- It is suggested to avoid products with bleach as it can damage the interior. However, if a bleach solution is your only option, then please use that.

3.4.3 What to Clean

Fleet Vehicle Cleaning Checklist	
	Interior Door Handles
	Arm Rests
	Steering Wheel
	Keys & Fob
	Assorted Switchgear
	Radio Mic
	Shifter & Signal
	Infotainment System
	All control knobs (heat, air, radio, etc.)
	Seat Belt release
	E-break
	Hood Release
	Glove Box
	Center Console exterior and handle
	Exterior Door Handles
	Tonneau Cover handle
	Gas Cap and Door
	Toolbox and Tools

Office Space Cleaning Checklist	
Working Space	
	Desk Surfaces
	Chairs (arms, levers, headrests, etc.)
	Keyboard and Mice
	Phone keypad and receiver
	Pens and Other writing instruments
	Charge Cables, and other cables regularly used/touched
	Display Monitors
	Doorknobs/Push Panels
	Light Switches

Eating Area	
	Lunchroom Counter Tops
	Faucets and Taps
	Microwave doors, handles, touch pads
	Vending Machine touch points
	Fridge and Dishwasher handles, buttons, and door edges
	Coffee Machines and Pots
	Paper Towel Dispensers
	Cupboard Handles
	Toaster Ovens
	Water Cooler Levers
	Doorknobs/Push Panels
	Light Switches
Copy Area	
	Copier Area Counter Tops, drawer handles and cabinet handles
	Printers and Copiers (buttons, touch pads, drawer handles)
	Shared Office staplers, removers, hole punch, tape dispenser
	Doorknobs/Push Panels
	Light Switches
Bathrooms	
	Doorknobs/Push Panels
	Faucets and Taps
	Paper Towel Dispenser
	Toilet Levers
	Stall Locking Mechanism

3.4.4 Pumping Fuel

Follow these steps to avoid cross-contamination at the pump:

1. If available and practical, wear disposable gloves and discard prior to getting back in your vehicle
2. Wipe down fuel pump handle with sanitizing wipes
3. Avoid using credit card terminals when possible, opt for mobile pay options
4. Maintain a safe social distance from other people while at the pump
5. Avoid touching your face, and use approved hand sanitizer once back in the vehicle
6. Wash your hands as soon as you can, following the recommended method

3.5. Camp Accommodations

Camp accommodations are managed by Third party providers. They have determined and documented the appropriate procedures for cleaning and disinfecting lodging to a high standard. Contact accommodation management for clarification on cleaning procedures.


3.6. Area Decontamination Using Electrostatic Sprayers

This procedure is intended to ensure Cenovus personnel understand how safely and effectively use electrostatic sprayers as an effective secondary cleaning measure. This document is to be used by Cenovus workers (employees or contractors) who have reviewed the Victory Electrostatic Sprayer safety work instructions, general specifications and training videos.


3.6.6. Preparation for using the Sprayers

Risk and Hazard Assessments Risk and hazard assessment must be completed prior to use of decontamination sprayers at any Cenovus location to:

- Determine if the equipment poses any additional hazards.
- Ensure alignment with the COVID-19 [Risk Framework & Registry](#).
- Ensure proper work authorization permits have been obtained.

 Electrostatic Sprayers are not intrinsically safe, prior to the use in a hazardous classified area a gas test will be required.

Managing the hazards

 **CAUTION:** The equipment has the potential of inducing electrical shocks, especially if any moisture collects at the connection points or the component seams.

- Ensure the equipment is always kept dry.
- Note that wand extensions are available by the manufacturer to distance spray moisture away from the handle.

Training

The following training must be completed prior to using electrostatic sprayers.

- [Vital Oxide Safety Data Sheet](#)
- [Victory Electrostatic Sprayer Safety Instructions – Backpack](#)
- [Victory Electrostatic Sprayer General Specifications & Parts – Backpack](#)
- [Victory Electrostatic Sprayer Safety Instructions – Handheld](#)
- [Victory Electrostatic Sprayer General Specifications & Parts – Handheld](#)

In addition, users are to watch the following training videos prior to using.

- [Victory Innovations - How to Use the Backpack Electrostatic Sprayer \(4:29\)](#)
- [Victory Innovations - How to Use the Handheld Sprayer \(2:25\)](#)
- [Victory Innovations - Cleaning and Maintenance Nozzle \(1:50\)](#)
- [Victory Innovations - How To \(2:24\)](#)

Personal Protective Equipment (PPE)

The following must be worn in addition to any site-specific PPE.

- N95 or higher facepiece respirator
- Eye protection
- Disposable gloves
- Rubber gloves (mitigates user from electrical shocks)

If any PPE becomes damaged before or during use, replace immediately.

In the event of a potential or actual viral outbreak additional PPE must be worn. Refer to [Vital Oxide COVID-19 Clean-up Guidelines](#) for minimum requirements.

Disinfectant: Vital Oxide

Currently Vital Oxide is Cenovus’s only recommended disinfectant that should be used with electrostatic sprayers. Prior to use each site should review the [SDS](#) and approve its use per their site-specific chemical review process.



Pre-cleaning of surfaces is required prior to product use to remove any bacterial biofilm, soil, and debris from surfaces.

Any alternative disinfectant must be approved through this same process while including the following:

- Safety, and Operations Integrity (S&OI)
- Information Services (IS)
- Workplace Management

Vital Oxide is EPA Registered as No. 82972-1.

3.6.7. Best Practices for using the Sprayers

Communication

Prior to use communicate to:

- Raise awareness regarding the use of Electrostatic Sprayers for disinfecting specifically their:
 - Purpose
 - Benefits
 - Risks
- Develop a business unit specific communication strategy to share benefits of the product and address key concerns related to personal safety and risks. This may require continual education to address ongoing concerns and allow for opportunities of reassurance.

Who can use

Who can use the equipment is determined by each business unit or facility location and can either:

- Acquire an electrostatic sprayer and utilize their own workforce, or
- Hire a 3rd party to perform the service

Either option requires that the company or individual performing the task is trained and competent to do so.

Where to use

Electrostatic Sprayers should be used:

- In large areas
- Locations with a variety of surfaces that require repeated and frequent disinfecting, in a short period of time.
- High touch points, or surfaces not disinfected daily, such as:
 - Tables, Chairs, desks.
 - Elevators, Stairways, handrails, doors.
 - Office trailers, washrooms, common facilities, lunch/ breakrooms, locker rooms., etc.



Electrostatic Sprayers are not intended to replace the COVID-19 Cleaning Procedure, but as a proactive and secondary disinfecting process.

Where NOT to use

Electrostatic Sprayers should not:

- Be sprayed directly onto electronic devices, stay approximately 24” away, especially around monitors as residue will be visible on the screens.
- Be sprayed directly towards air intake vents on computers & other devices.



Although keyboards, mice and computer peripherals are robust enough, they can be protected with a cloth for additional protection.

- Be used in data centers, or network switching rooms due to the environmental and air quality control units operating in these areas.
- Be used in control rooms until it is verified by operators or managers with the original manufactures of control room systems that are non-corporate Cenovus (IT) procured that it is safe to use around their equipment.



Cenovus Information Systems and End User Computing has no immediate concerns regarding the use of Electrostatic Sprayers on our standard office equipment.

Operating the unit

When operating, the following guidance should be followed in addition to the referenced training videos for Victory Electrostatic Sprayers using Vital Oxide disinfectant.

- Ensure equipment sprayer performs to the manufacturer’s performance specifications. Note that internal sprayer failures have been identified resulting in product overspray and causing health hazards.
- Stay approximately 24” away when around electronics.
- Spray between 12” and 24” away from surfaces being disinfected in a relatively slow, continuous motion.
- Vital Oxide is safe for office applications and around soft fabrics,
- Only one or two passes with the sprayer is required.
- It is safe for others to remain in the area during spraying, if required.
- It is recommended to allow 15 minutes for the solution to dry.
- Allow a minimum of 10 minutes for the disinfectant to take effect.
- Set nozzle to 80 microns. Nozzle settings directions can be found in video link: [Victory Innovations training video \(2 minutes, 24 seconds\)](#). Incorrect nozzle setting can result in health hazards or lack of product effectiveness.

3.6.8. Storage & Inventory of the Units

Equipment Storage


Store the equipment:

- In a warm, above freezing, and dry location out of the elements.



Do not store the equipment or Vital Oxide disinfectant where the temperature may reach or exceed 40°C.

- In a safe and secure area.
- To prevent leaking, do not store the tank with disinfectant on the sprayer.

 For the Victory Sprayers, if disinfectant remains in the tank, remove the tank and use the provided cap.

Cleaning To clean the equipment after each use:

- Circulate clean water through the system for 20 seconds, this will prevent left over disinfectants from building up in the nozzle and tubing.

Plugged Nozzle A plugged nozzle can occur if the machine is not regularly rinsed.
If you have a plugged nozzle:

- Remove the nozzle
- Soak nozzle in hot soapy water for 10 minutes
- Use low pressure air as required

Refer to the manufacturer’s safety instructions and cleaning and maintenance online videos for further information.

Compliance and enforcement

If there are inconsistencies in cleaning procedures please contact the [Integrity Helpline](#).

4.0 Acronyms and Definitions

Acronyms	Definitions
PPE	Personal Protective Equipment
COVID-19	A disease caused by a new strain of coronavirus – SARS-CoV-2
SDS	Safety Data Sheet – available online for any chemical you might be using.
CTP	Common Touch Points or Critical Touch Points
Cleaning	Removing germs, dirt and impurities to lower their numbers
Sanitization	Reducing germs to a safe level by cleaning or disinfecting
Disinfection	Killing germs to further lower the risk of spreading

5.0 Reference Documents

Document Type	Document Title
Webpage	Disinfecting Your Facility if Someone is Sick (COVID-19) Center for Disease Control and Prevention
Webpage	Disinfectants for Use Against COVID-19 United States Environmental Protection Agency
Webpage	Disinfectants for Use Against COVID-19 Government of Canada
Webpage	Hand Sanitizers for Use Against COVID-19 Government of Canada
Webpage	Environmental Cleaning in Public Facilities Alberta Health Services

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Document Type	Document Title
Webpage	Hand Hygiene Government of Canada
Webpage	EPA Approved Disinfectants US Environmental Protection Agency
Webpage	Cleaning and Disinfecting Public Spaces Government of Canada
Webpage	Key Points for Ready-To-Use Disinfectant Wipes Alberta Health Services
Word Document	Building Cleaning After Sick Employee Reported Service Master
Webpage	Getting Your Workplace Ready for COVID-19 World Health Organization (WHO)
Word Document	Presumed Positive COVID-19 Case in WCP

Table 3: Reference Document

5.0 Support

Contact covid19@cenovus.com or on-site Health Clinics for more information or clarifications regarding cleaning instructions. If specific COVID cleaning procedures are required and not provided in this document, contact their site Industrial Hygiene representative or the general mailbox industrial.hygiene@cenovus.com for those without a site representative.