

Guidelines for Prevention and Control of COVID-19

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Guidelines for Prevention and Control of COVID-19

1 Scope

This *Guidelines for Prevention and Control of COVID-19* is to provide a healthy and safe working place and living environment for employees and customers in order to prevent the development and spread of COVID-19 within the company's operating sites and property management projects. This standard is applicable to the regular service of properties under MPS's management.

2 Normative References

The following references are essential for the application of this Document. For dated reference documents, only the version with the noted date applies to this Document. For the reference documents that are not dated, the latest version (including all amendments) applies to this Document.

- *Law of the PRC on the Prevention and Treatment of Infectious Diseases*
- *The Law of the PRC on Response to Emergencies*
- *Implementing Measures of Law of the PRC on the Prevention and Treatment of Infectious Diseases* issued by the State Council
- *Management Code for Central Air Conditioning System Operation (GB 50365-2019)*
- *International Health Regulations (2005)*
- *Measures for the Prevention and Control of Infectious and Typical pneumonia* issued by Ministry of Health
- *Regulations on Response to Public Health Emergencies*
- Management Measures for Central Air Conditioning System in public Areas
- Code for Cleaning of Central Air Conditioning System in Public Areas
- *Emergency Notice on the Management of Garbage of Household Isolation and Observation Personnel in Residential Area* issued by Shanghai Pneumonia Prevention and Control Office (2020) No.30
- *Guidelines for Public Prevention of COVID-19 part (III)* by Chinese Center for Disease Control and Prevention
- *Guidelines for China Diagnosis and Treatment of COVID-19 (3rd trial version)* issued by National Health Committee
- *Prevention of COVID-19* issued by Hubei Science and Technology Press
- *Notice on Forwarding Key Points of Preventive Disinfection Technology in Key Places* issued by Shanghai Pneumonia Prevention and Control Office (2020) N0.9

3 Terms and Definition

Terms and definitions defined in Q/MPS JC 101.3-2014 are applicable to this Document.

4 Management Responsibilities

- a. The General Manager of MPS is responsible for overseeing the prevention and control of COVID-19 in the company.

- b. The Deputy General Managers of MPS should assist the General Manager with epidemic prevention and control by tracking epidemic information in real time and formulate corresponding prevention and control measures
- c. Administration and Human Resources department is responsible for the adjustment and notification of employee compensation, benefit, holiday and other arrangements during the epidemic period. The department is also in charge of the management of relevant emergency materials, as well as the procurement and distribution of prevention and control materials.
- d. The Property Management department is responsible for the implementation and guidance of relevant technical standards during the epidemic.
- e. The Quality Supervision department is responsible for the preparation of Working Guidance for Disease Prevention and Control during the epidemic and the supervision and inspection of guideline implementation.
- f. The Financial Management department is responsible for securing and distributing relevant budget and expenses during the epidemic.
- g. All Property Services Centers are responsible for distributing information and policies related to epidemic prevention and ensuring the implementation of the rules and regulation issued by the company within their respective management projects.

5 Management Procedure

5.1 Protection Knowledge in Working Area

5.1.1 How to commute to work

Wear disposable surgical mask correctly. Avoid using the public transportation as much as possible. It is recommended to walk, cycle, drive or take the company shuttle buses to work. If you must use the public transportation, wear a mask for the entire journey and avoid touching objects in the public transportation vehicles.

5.1.2 How to enter the property

- Before entering the property, take the temperature test voluntarily. If the temperature is normal, enter the property and wash hands in the bathroom immediately. If the body temperature exceeds 37.2°C, do not work in the property. Proceed home and rest while monitoring for syndromes. If necessary, visit the hospital.
- For the management of cleaning, security, gardening and other personnel from outsourced vendor, Property Management team is required to exercise close supervision. Personnel from epidemic areas with close contact history, respiratory diseases syndromes (fever and cough etc.), should proceed to self-quarantine at home for at least 2 weeks (PM team should report the case to the Department of Disease Control and Prevention immediately). Personnel with no above-mentioned conditions can return to work as per normal.

5.1.3 How to work in offices

Keep the office area clean. If possible, ventilate 20-30 minutes for 3 times daily. Keep a

distance of more than 1 meter between individual, and wear masks when working with groups. Wash hands and drinking fluid frequently. Follow the “six steps” handwashing procedure before entering or after going to the toilet. Both the receptionists and the visitors are required to wear masks.

5.1.4 How to attend meetings

Wear masks and wash hands before entering the meeting room. The distance between the meeting staff should be more than 1 meter apart. Reduce group meeting schedules and control the meeting duration. When the meeting goes on for an extended period of time, open the window and ventilate once in the middle of the meeting. After the meeting, disinfect the venue and furniture. It is recommended to soak and disinfect the cups with boiling water.

5.1.5 How to commute back home

Leave the workplace with disposable surgical mask put on by washed hands. Wash hands immediately after removing the mask upon arriving home. Wipe cellphones and keys with disinfectant towel or 75% alcohol wipes. Keep the living room clean and ventilated. Avoid visiting parties or other gatherings.

5.1.6 How to perform business procurement

Wear a mask, avoid crowds. Keep a distance of more than 1 m in interacting with others and avoid staying in public places for a long time.

5.1.7 How to exercise during breaks

It is recommended to carry out moderate physical exercising activities maintain general well-being. Avoid excessive exercises that may result in the weakening of immunity.

5.1.8 How to sterilize public spaces

Disinfect the public parts of the hall, corridor, conference room, lift, staircase, and guard rooms etc. daily. The cleaning tools for each area should be separately stored to avoid cross-contamination.

5.1.9 What should the service staff do

The Management, Customer Service, Engineering, Security and Cleaning staff should wear masks at work and keep a safe distance from others. Cleaning staff should wear rubber gloves during cleaning working and wash hands after cleaning works. Security staff should wear a mask at work. All visitors should be registered upon arrival and report to the higher management immediately in case of any abnormality. Engineering staff must wear a mask and gloves when serving at client properties.

5.1.10 How to manage visitors

- Visitors must wear masks. Before allowing the visitors into the property,

staff should take the visitors' temperatures, and inquire if they have lived or stayed in Hubei Province, or been in contact with COVID-19 patients. Check for infection symptoms like fever, cough and short of breath. Entrance is only allowed when there is no such condition were discovered and the visitor's body temperature is below 37.2 °.

- During the epidemic, delivery and take-outs are not allowed to enter the property compound (each project should implement this measure according to the onsite situations).

5.1.11 How to disinfect documents/telephone after usage

Wash hands before and after handling on physical documents and wear a mask when passing documents around. It is recommended to disinfect the telephone twice every day with 75% alcohol. Increase to four times for frequently used telephones.

5.1.12 How to disinfect air conditioner

- When the fan coil unit of central air conditioning system is in normal use, the air supply outlet and internal circulation outlet shall be disinfected regularly. (for the office with larger population, central air conditioner should be used with discretion).
- If there is an epidemic outbreak in the building when the fresh air conditioning system is in normal operation, always keep the ventilation on to constantly bring in fresh air. After a full evacuate, seal the exhaust pipe and keep the air conditioner on. After a while, turn off the exhaust system completely and disinfect.
- For air conditioning systems with internal circulation functions, the internal circulation function shall be completely closed to ensure the system runs completely on fresh air. (For the buildings without no air conditioning system with fresh air function and the system involves multi-unit internal circulation, promptly communicate and recommend the business owners to stop the central air-conditioning system entirely)
- In the public area of the office buildings, it is recommended to stop the central air conditioning system entirely.
- The air conditioner filters shall be cleaned in the air conditioner machine room where it is located; if it is necessary to take out (or replace, dispose, etc.) the filter from the air-conditioning room, the filter shall be sealed in a plastic bag before taken out. It is strictly prohibited to perform the filter cleaning in public area of the building (including the public bathroom).

5.1.13 How to dispose used masks

During the period of epidemic control and prevention, both hands must be sanitized before and after the removal of the mask. Discarded mask should be thrown into the garbage can and garbage can should be sanitized twice a day with 75% alcohol or chlorine-based disinfectant.

5.1.14 How to manage the Cafeteria

For properties with staff cafeterias, it is necessary to advocate to the canteen management staff to arrange for separated lunch hours to avoid unnecessary gathering. Disinfect the cafeteria daily. Dining tables and chairs should be disinfected before and after each usage. Dining wares be sterilized with high heat. The kitchen shall always be kept clean and dry. It is strictly prohibited to mix raw food with cooked food. Avoid serving raw meat. It is suggested to provide nutritious and light meals.

5.2 Personal Protection Knowledge

5.2.1 How can we protect us from COVID-19

- a) Wash hands regularly. Use soap or liquid soap with running water and wipe with disposable paper or clean towels. Wash hands immediately when in contact with any respiratory secretions (such as sneezing).
- b) Keep a good habit of respiratory hygiene. When coughing or sneezing, cover your mouth and nose with tissues or towels. Wash hands after coughing or sneezing. Avoid touching the eyes, nose, or mouth with hands.
- c) Enhance physical fitness and immunity. Balance the diet, lightly exercise, rest regularly to avoid excessive fatigue.
- d) Keep the environment clean and well ventilated. Open the window no less than 3 times a day, and 20 to 30 minutes each time. When the outdoor air quality is poor, the frequency and time of ventilation can be appropriately reduced.
- e) Minimize activities in heavily populated areas and avoid contact with patients with respiratory infections.
- f) If experiencing with respiratory infection symptoms such as coughing, a running nose, fever, etc., stay at home for self-quarantine. Seek medical attention immediately if the fever persists or symptoms get worse.

5.2.2 Role of hand wash in preventing respiratory infections

Proper hand washing is one of the most effective measures to prevent diarrhea and respiratory infections. Authorities such as the China National Center for Disease Control and Prevention, the WHO and the CDC in the United States have recommended that people should thoroughly wash their hands with soap and running water.

5.2.3 The correct six-step process of washing hands:

- Step 1: rub palms (press your palms together and rub for five times)
- Step 2: cross fingers to wash in between (place one palm on the back of the other hand, fingers crossed, rub for five washes and change sides)
- Step 3: Palm to palm, scrub the fingers (palm presses against each other, scrub fingers against each other for five times)
- Step 4: rub the fingertips against the palm (rub the fingertips against the palm for five times on each hand)
- Step 5: hold the thumb with the other hand and rub it for five times

- Step 6: bend the fingers inwards to make the joints rotate and rub the joints against the other palm for five strokes on each hand.

524 When do you need to wash hands

- Before and after delivering documents
- After coughing or sneezing
- Before, during and after food preparation
- Before meals
- After going to the toilet
- When the hands are dirty
- After having contact with others
- After having contact with animals
- After going out

525 What to do if there is No Water for handwashing outside

Use alcoholic disinfection products to clean your hands. The Coronavirus is not acid or alkali resistant, and sensitive to organic solvents and disinfectants. 75% alcohol can inactivate the virus, so the alcohol containing disinfection products reaching a certain concentration can be used as a substitute for soap and running water.

526 How to choose masks

- Option 1: disposable surgical masks, replace after 4 hours of usage, potential contamination or high mask humidity;
- Option 2: N95 protective masks, replace after 4 hours of usage, potential contamination or high mask humidity.
- Cotton and sponge masks are NOT recommended.

527 Correct usage of Mask

For Surgical Masks:

- The darker colored side of the mask is usually the outer side, which should be faced outward. The metal nose clip should be placed on the top side of the face.
- The lighter colored side of the mask is usually the inner side, which should be faced inwards with the face.
- After identifying the front, back, upper and lower sides of the mask, wash your hands and correctly put on the mask by placing the strings behind ears.
- Finally pressing the metal strip so until the upper side of the mask stays close to the nose bridge. Then pull the mask downwards to flatten the surface and to cover the nose and mouth completely.

528 How do Special Groups pick their masks

- Pregnant women should always wear masks outside. To better suitable to their individual conditions, pregnant women may opt for products with better comfort.
- Seniors and patients with lung diseases or chronic diseases may feel uncomfortable after wearing the masks, which may harm their health condition. Seek doctors' guidance on the types of masks to wear.
- Children have faces smaller than adults, therefore it is recommended for children to wear children's masks instead of adult size for better protection.

5.3 Protection Knowledge

5.3.1 How to prevent COVID-19 at Home

- Enhance health awareness, lightly exercise, ensure sufficient sleep and improve immunity by not staying up late;
- Keep a good habit of personal hygiene. When coughing or sneezing, cover face with towels. Wash hands thoroughly and frequently. Do not touch eyes, nose or mouth with hands.
- The living room should be well ventilated and kept clean.
- Avoid close contact the people with respiratory symptoms (such as fever, coughing or sneeze).
- Try to avoid crowded and poorly ventilated places, and wear a mask if the trip is unavoidable
- Avoid contact with wild animals, poultry and livestock;
- Stick to a safe cooking habit, cook eggs and meat thoroughly;
- Closely monitor fever, coughing and other symptoms. If such symptoms occur, see a doctor immediately.

5.3.2 How to prepare food during COVID-19 outbreak

- a) Do not eat sick animals or their products; for poultry, purchase frozen products from credible channels, and fully cook animal products such as meat, eggs and milk.
- b) The chopping board and utensils for processing raw and cooked food should be separated. Wash hands between handling raw and cooked food.
- c) Even in epidemic outbreak areas, meat consumption is relatively safe if it is thoroughly cooked and properly prepared.

5.3.3 How to prevent COVID-19 when visiting public areas

- a) Avoid unprotected contact with farm stocks or wild animals.
- b) Keep continuous ventilation in the workplace; in highly populated places (shopping malls, public transportation, subway and airplanes), the use of masks can reduce the risk of exposure to pathogens.
- c) When coughing and sneezing, cover the nose and mouth completely with paper or sleeves. Put used paper in the closed rubbish bin. After coughing and sneezing, wash hands with soap, detergent or alcohol-based disinfectants.
- d) Wash hands right after arriving home. In the case of the occurrence of fever and other respiratory infection symptoms, please seek medical attention immediately.

5.3.4 How can COVID-19 be prevented when visiting the fresh food market

- a) After contact with animals and animal products, wash hands with soap and detergent;
- b) Avoid touching eyes, nose and mouth;
- c) Avoid contact with ill animals and their animal products;
- d) Avoid contact with stray animals and garbage in the market.

5.3.5 Suggestions for home quarantine personnel with mild fever

- a) Let the patient occupy an individual room with good ventilation.
- b) Limit the number of people taking care of the patient and try to arrange those in good health without chronic diseases.
- c) Family members should live in different rooms. If conditions do not allow, keep a minimum distance of 1 meter with the patient.
- d) The common space of the patient and family members should be minimized. Make sure the common areas (kitchen, bathroom, etc.) are well ventilated.
- e) The caregiver and the patient should both wear masks. The masks should be worn as close to the face as possible. It is strictly inhibited to touch and adjust the mask during contact with the patient. The mask must be replaced as soon as it becomes wet or dirty due to secretions. After removing and discarding the mask, hands must be washed immediately.
- f) In case of any direct contact with the patient or entering the quarantine space of the patient, hands must be washed immediately.

5.3.6 Who are susceptible to COVID-19

All individuals are susceptible to COVID-19 infection. COVID-19 can be found in both the immune deficiency and healthy individuals. The amount of virus is one of the determining factors of infection. Individuals with a poor immune system, such as people with abnormal liver and kidney function or people with chronic disease, have commonly experienced more severe symptoms than the others.

5.3.7 What are spreading methods of COVID-19

There are three ways to spread the virus: first, by droplets in the air from coughing or sneezing; second, by close contact with a patient; third, by touching the contaminated surface and then touching the mouth, nose or eyes with the dirty hand. The most common way of spreading is through the droplets in close range.

5.3.8 What is droplet route of infection

Droplets: generally identified as the water-bearing particles with a diameter of more than 5 micrometers that is able to enter the mucosal surface within a fixed distance (generally 1 meter).

Production of droplet:

- a) Cough, sneeze or talking
- b) In carrying the invasive operations on respiratory tract, such as: sputum suction or intubation.

5.3.9 What is contact route of infection

Direct contact: transmission of pathogens by direct contact with mucous membranes or skin

- a) Blood or other infectious body fluid entering the body through mucous membrane or damaged skin
- b) Transmission by direct contact with pathogen containing secretions

5.3.10 What are close contacts

- a) It refers to those who have lived or worked together with the confirmed or suspected cases of COVID-19 within 14 days.
- b) Scope including colleagues, classmates, dormitory members, public transport passengers etc. Other forms of direct contact, including taking care of infected patient, taxi rides, elevator rides etc.

5.3.11 Precautionary measures for close contacts

All individuals who have had close contact with a patient or suspected patient (including medical staff) should have a 14-day observation period. The observation period starts from the last day of potential contact with the disease. Once any symptom is shown, especially fever and respiratory symptoms (such as cough, shortness of breath or diarrhea), seek medical attention immediately.

5.3.12 Monitoring suggestions for close contacts

- a) If the contact has symptoms, inform the hospital in advance and go to the hospital afterwards.
- b) On the way to the hospital, the patient should wear a medical mask.
- c) Avoid taking public transport. Call for ambulance or use family vehicles for patient transportation if possible. Ensure the vehicle ventilation as much as possible during transportation.
- d) Close contacts should always keep their hands clean and prevent the spreading of pathogen through respiratory routes. Try to stay away from others on the way to the hospital (at least 1 meter).
- e) Any surface contaminated by respiratory secretions or body fluids should be cleaned and disinfected with disinfectant.

5.3.13 When to see a doctor

- a) COVID-19 infected patients with pneumonia are mainly characterized by fever and fatigue. Respiratory symptoms are mainly cough, and gradually increasing difficulty of breath. Severe cases are characterized by acute respiratory distress syndrome, septic shock, metabolic acidosis and dysfunction of blood coagulation. Some patients have mild onset symptoms and may not experience fever. Most of the patients had mild symptoms and had a good recovery. Few of the cases resulted in critical illness or death. Symptoms such as mild fever, fatigue and dry cough does not confirm the infection was a result of COVID-19.
- b) However, if there are both (1) acute respiratory infection symptoms such as fever (body temperature ≥ 37.3 °C), cough, shortness of breath, etc.; (2) history of travel or residence in

Wuhan, or who have been exposed to patients with fever or respiratory symptoms from Wuhan within 14 days or history of exposure in a cluster infection area. The individual should proceed to the local designated medical institutions for inquiry and treatment.

5.3.14 Precautions when seeking medical care

- a) If the individual is showing potential symptoms, proceed to the designated hospital with a fever department instead of normal hospitals
- b) A mask should be worn on the way to the hospital and during the whole medical consultation.
- c) Avoid taking the public transport. Call for ambulance or use family vehicles to transport the patient. If possible, open windows on the road.
- d) Close contacts should always keep their hands clean and prevent the spreading of pathogen through respiratory routes. Try to stay away from others on the way to the hospital (at least 1 meter).
- e) Any surface contaminated by respiratory secretions or body fluids should be cleaned and disinfected with disinfectant.
- f) During the medical consultation, the patient's illness and medical treatment process should be truthfully detailed, especially regarding the recent Wuhan travel and living history, contact history with confirmed or suspected patients, animal contact history, etc.

5.4 How to disinfect the central air conditioner

Refer to 5.1.12

5.5 How to process the garbage from the self-quarantine personnel

5.5.1 For the home quarantine and observation personnel, the management should assist the relevant government in educating the personnel with rubbish sterilization and disposal standards. The entire floor of the quarantined unit should be sterilized at least 4 times a day.

5.5.2 Each bag of living garbage shall not be filled exceeding 3/4 of the bag capacity. The rubbish must be sprayed with disinfectant with 2000mg/liter effective chlorine-based disinfection solution and must be fastened tightly, placed in the unit until the professional disposal team's collect.

5.6 Disinfection the public area under management

5.6.1 The central air conditioning outlets, halls and elevators should be sprayed and disinfected three times a day, at 7:30, 13:30 and 16:30 respectively.

5.6.2 The elevator buttons, digital communication board (recommended to be covered with plastic film, replace the plastic films regularly) and the common contact points of lobby door handle should be wipe and disinfect every 2 hours from 8:00hrs to 20:00hrs.

5.6.3 The public facilities, equipment and public areas (basement, garbage room and lower road) in the compound shall be disinfected twice a day.

5.6.4 Disinfection schedule and progress should be recorded and closely monitored.

5.6.5 Prepare/dilute the disinfectants according to their product manual, and wipe or spray the prepared disinfectant. Residual disinfectants should be removed from the surface from the work area 10 minutes after the disinfection is done.

5.7 Staff Management

5.7.1 All the staff shall report their travel and contact history upon returning from their leave/holiday. The records shall be sent to the company's Administration and Human Resources department for processing. The Administration and Resources Department shall summarize, sort and scan the records for potential infection.

5.7.2 The company should keep register records the staff in and out of the compound. Before entering the office/site, the staff shall be tested for body temperature and the temperature should be recorded. If the temperature is within the normal range, the personnel may proceed with work. If the body temperature exceeds 37.2 °C, the staff should not proceed to work. Instead, the staff should proceed home to observe and rest, if necessary, seek medical care. All staff should wash their hand when returning from the outside to the working place.

5.7.3 All staff shall keep the office area clean, and the company will arrange designated staff to perform regular checks on the ventilation and air conditioning system in the office/site. During working hours, it is recommended to keep a distance of more than 1 meter between individual. Masks should be worn when working with multiple other individual. Keep hands sanitized and drink fluids frequently. Always wash hands in the recommended six steps before/after using the toilet. The receptionists and visitors should wear masks at all times

5.7.4 The company will strictly protect the personnel information collected due to the need of epidemic prevention and control. Any individual information leakage will be strictly prevented.

5.7.5 Employee shall consult the Administration and Human Resources department for the salary policy for the extended leave and waiting period due to the epidemic outbreak.

5.7.6 The staff who come from the epidemic area, have a close contact history and have respiratory symptoms (such as fever and cough) shall be quarantined at home for at least 2 weeks. If no symptoms have developed after 2 weeks, the individual may proceed back to work.

5.7.7 All employee shall fill and submit their health record status reports before returning to work and the reports and individual health conditions have to be checked prior to returning to work.

6 Appendices

6.1 Materials for Emergency Epidemic Prevention and Control

6.1.1 Disinfectant

- a) 84 Disinfectant
- b) Peroxyacid
- c) Chlorine-based disinfection
- d) 75% alcohol
- e) Sodium hypochlorite

6.1.2 Tools

- a) Temperature measuring equipment
- b) Spray bottles, measuring tools
- C) Electric sprayer
- d) UV disinfection lamp (optional)
- e) Mask recycling bin (hazardous waste)

6.1.3 Protective wear

- a) Disposable surgical mask
- b) N95, KN95 masks
- c) Protective clothing (optional)
- d) Goggles (optional)
- e) Protective rubber shoes
- f) Latex gloves

6.2 Basic knowledge of the “84” Disinfectant

6.2.1 The main disinfecting component of 84 disinfectant is sodium hypochlorite (NaClO), the effective chlorine content is 5.5-6.5%, which is colorless or light liquid with irritating smell. Carbon dioxide (CO₂) in air is dissolved in 84 disinfectant and reacts with sodium hypochlorite to form hypochlorite with bleaching property, which can be used for disinfection.

6.2.2 How to use 84 disinfectant

- a) 84 disinfectant is corrosive and irritant to skin and oral mucosa, and slight pain will be caused by direct contact with the undiluted solution. Wear protective gears when using.
- b) Disinfection type, concentration of disinfectant and effective time are the three elements of an effective disinfection. Read the instruction manual in detail before use, and prepare the corresponding concentration of disinfectant according to the instruction manual.
- c) Sodium hypochlorite is easy to be affected by organic substances (such as liquid and body fluids), which can reduce its disinfection property which reduces the disinfection effect. If there is any organic matter on the disinfection site, the substances should be removed before the sterilization.
- d) The residue of 84 disinfectant is potentially harmful to the human body upon ingestion. Therefore, after the disinfectant is used on tableware, tea set, kitchen board, children's plastic toys and other products, it is required to rinse the items with water repeatedly to remove the residue.
- e) If the product is used for bleaching, the disinfectant shall be diluted accordingly to instruction. The disinfectant shall not be used on silk, feather, nylon and leather.
- f) 84 disinfectant must not be mixed with toilet cleaner. Sodium hypochlorite (NaClO), the main component of 84 disinfectant, and hydrochloric acid (HCl) in most toilet cleaners reacts upon contact and produces Chlorine gas which is extremely hazardous. Chlorine is a deadly gas that irritate and damage the human respiratory tract. If inhaled, it will result in cough, dyspnea and dizziness. When the concentration reaches 3000 mg/m³, it can cause death.