



End of Trip Facilities Guidance

Bike riding and walking across Sydney has increased significantly over the past few months, with many of us considering all options of travel before making our journey. According to a recent City of Sydney article, bike trips have increased more than 50% during April and May.

As employees begin to return to the workplace, many will be interested in walking or riding to work. However, some users and employers have reservations about the hygiene of End of Trip facilities (EOTs) and are unsure about how to use and manage these areas safely.

While decisions about using EOTs are ultimately up to the user and provider, it is clear that EOTs should be clean and safe and supported by clear communication about how they are being managed and expectations for their use.

Why providing great EOTs is important

EOTs are common areas of a building including changing rooms and showers, lockers, and bike storage areas. They enable commuters to walk and ride to work and support participation in physical activity throughout the day, making them an important component in achieving health and wellbeing outcomes for employees, and associated benefits for businesses.

Clean and well-appointed EOTs are more attractive for users and can also contribute to the appeal of a building to prospective tenants (including Green Star ratings).

Advice for employers and EOT managers

As a result of COVID-19, employers, building owners and/or building managers should implement enhanced hygiene measures for their EOTs. Safe Work Australia provides the following advice for common areas of buildings:

- Ensure access to soap and paper hand towels or alcohol-based hand sanitiser is available at all times at the entry/exits of these facilities.
- Where there are lockers – assign workers their own locker where possible, to avoid multiple users.
- Provide disinfectant wipes where possible in appropriate areas to enable workers to wipe down frequently touched surfaces such as locker doors, keypad entry, bicycle cages etc. before and after use.

- Remove shared toiletries other than automatic soap dispensers (eg. shampoo, conditioner, deodorant etc.) and other equipment (e.g. hairdryers and hair styling tongs) from bathrooms and showers and request that workers provide their own.
- Request that workers continue to practice usual good hygiene for change rooms and showers such as wearing thongs or waterproof shoes.
- Request that workers take all personal items with them after using change rooms or keep them in an allocated locker.
- Prohibit workers from leaving towels or clothes hung on hooks within change rooms and showers.
- Provide and maintain waste bins for the hygienic disposal of paper towels, tissues and personal items.
- Implement frequent cleaning of all areas – see our cleaning page and cleaning guide for more information

The need to communicate

To encourage the use of EOTs it is important that information about how they are being managed is communicated directly with the end users. If this information is not already available, employers should contact their building manager for an update and ask for a fact sheet that can be shared with staff. This helps everyone understand how increased cleaning regimes are being implemented and gives everyone confidence that EOTs are being managed safely and effectively, and are ready to use.

Other good procedures

To support the use of appealing EOTs, additional considerations include:

- Allocating individual lockers on at least a 24 hour basis allows users to store their own clothes, towels, hair dryers and other toiletry items, increasing their likelihood of using the EOTs. Overnight cleaning means that users know the locker is good to go, every morning.
- Staggering shifts and office hours can help spread use of EOTs more evenly throughout the day.
- Enabling users to book in allocated time slots can help maintain physical distancing, and cleaning to be scheduled if required.
- Requiring a register of use including name, date, company, arrival and exit time can help understand use, allocate cleaning and trace any incidents. Online platforms or using ID cards are great ways to manage this information and reduce the need to share paper and pens.

A note on towels

For employers or building managers providing towel services, NSW Health's guidelines around laundry use can be incorporated into the EOT cleaning process to provide safe workplace facilities:

- Laundry staff should wear gloves when handling laundry.
- Linen should not be shaken as this might contaminate the surrounding area.
- If linen and towels require laundering they should be collected in a laundry bag.
- Linen should be emptied directly from the laundry bag into the washing machine without handling and laundered on a normal hot cycle then air or tumble dried.
- Do not use compressed air and/or water under pressure for cleaning, or any other methods that can cause splashing. Vacuum cleaners should be used only after proper disinfection of other surfaces has taken place.

Key points to remind users

- Always practise good hygiene
- Keep a distance of 1.5 metres between you and other people whenever possible
- If you have cold or flu like symptoms you should not be at work, seek medical advice and get tested for COVID-19, even if your symptoms are mild.

For more information contact the Travel Choices team travelchoices@transport.nsw.gov.au



CASE STUDY

Investa Property Group

Commercial property owner and manager **Investa** are leading the way preparing return to work plans for their tenants and occupants across their portfolio of Sydney buildings. With the health and wellbeing of their employees, occupants, visitors and contractors at the forefront of their plans, Investa have developed a comprehensive Workplace Re-entry plan to facilitate a seamless and safe re-entry to their buildings.

Acknowledging there is no 'one size fits all' solution, Investa are adopting a very flexible, agile approach to ensuring their processes and protocols accommodate the required social distancing measures in common areas within their buildings, retail precincts and tenancies and remain in line with guidelines issued by Safe Work Australia, public health authorities and Federal and State governments.

End of trip facilities (EOTs) are one of the key focus areas for Investa as part of the re-entry plans. Understanding the important role that EOTs play in supporting their tenants and occupants' health and wellbeing, and ability to walk, run or bike to work, they ensured their plans included clear and considerate guidance around the management and use of EOTs. As part of their re-entry plan, Investa (with thanks to **SoDus** for provision of the footage) produced a video which showcases their management of End of Trips and how they're communicating with their tenants and occupants. **Check out their video here.**

In most cases, end of trip facilities including bicycle racks remain available to use and are cleaned regularly across Investa buildings. Users are asked to practice good hygiene and maintain social distancing. Signage is provided in these facilities to remind tenants of hygiene practices and our regular cleaning regimes.

Going forward, EOTs and bike storage facilities managed by Investa will remain open, with a view that each tenant will make their own decision as to whether their staff should use the facilities. If an organisation decides that its staff should not use the EOTs, they are required to inform building management, which then restricts card access to the EOTs for those staff. For tenants who elect to continue using EOTs, building management ensures that users are aware of the risks, but also the cleaning and sanitisation regimes in place to help protect the health and wellbeing of all users. While these measures help to reduce the risk of transmission, as with many activities, some level of risk remains and users make decisions accordingly.



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