

# COVID-19 RE-OPENING GUIDE

## LODGING

Version 1.1



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# RE-OPENING IN A COVID-19 ERA

In these unprecedented times, many businesses that previously suspended operations partially or fully to comply with government regulation or due to operational disruption are reopening. This guidance is intended to help you safely clean and disinfect your property as part of your reopening process. It is not meant to cover all reopen procedures. Every operation will need to follow internal protocols and local regulations, so therefore may need to take additional steps outside of these recommendations. Refer to equipment manufacturer's instructions for restarting any non-Ecolab equipment.

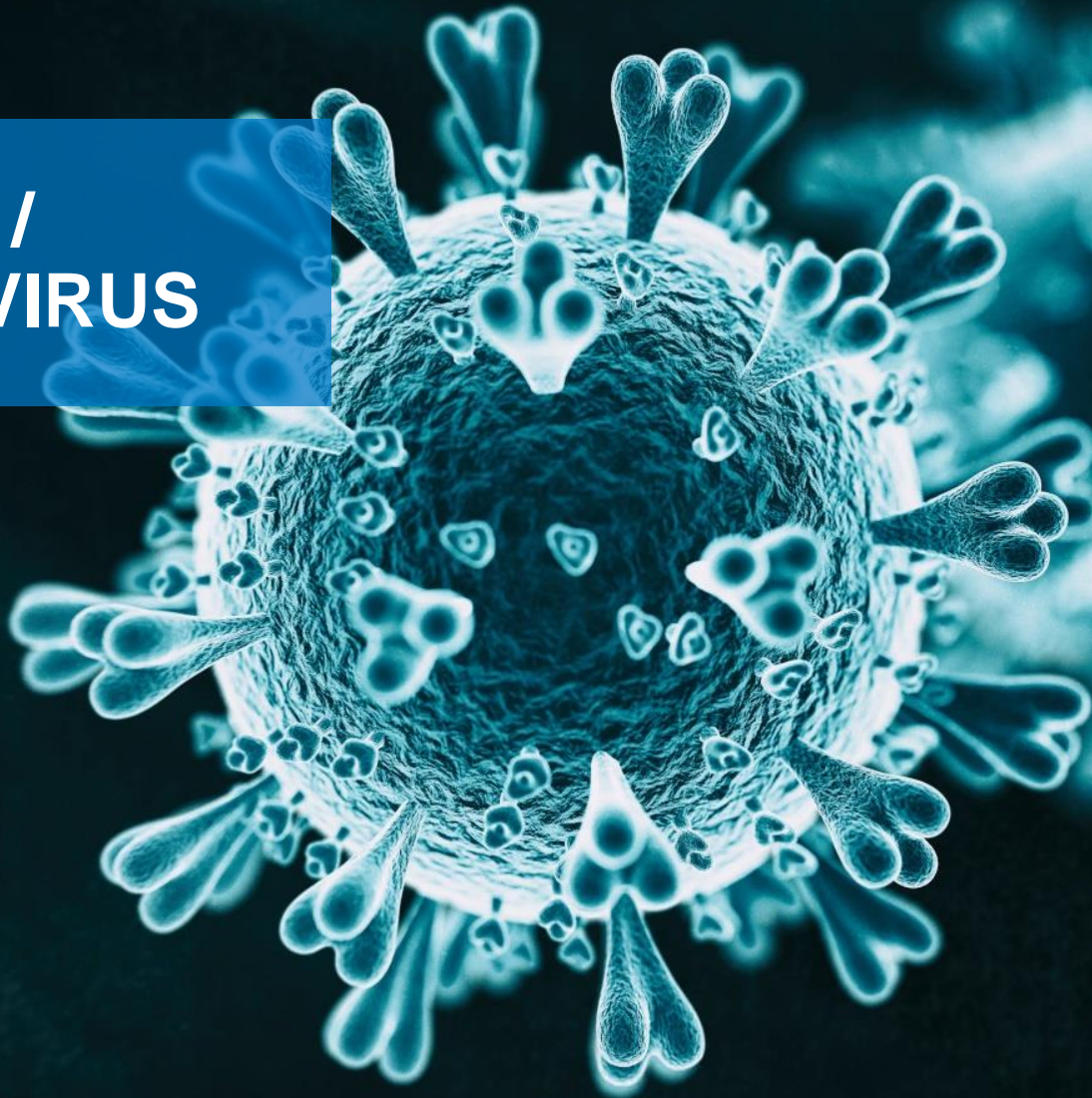
If you're looking for additional resources to support you during your reopening process, please visit us at

[ecolab.com/coronavirus](https://ecolab.com/coronavirus)

Contact your Ecolab Representative for any additional advice and support, you may require during this time.



# COVID-19 / CORONAVIRUS



# WHAT IS THE CORONAVIRUS?

## What is Coronavirus (COVID-19)?

- Coronaviruses are a large family of viruses that are common in humans and many animals, including camels, cattle, cats, and bats. Rarely, animal coronaviruses can infect people and then spread between them, such as with MERS and SARS and now with this new virus SARS-Cov2 that leads to COVID-19.

## What are the Symptoms?

- Symptoms of COVID-19 are like other upper-respiratory infections, including fever, cough and difficulty breathing. They range from mild to severe and appear 2-14 days after exposure.

## How is it transmitted?

- Since *coronaviruses* can be extremely contagious and spreads easily from person to person, medical diagnosis is required.

## Transmission routes for COVID-19, include:

- The air by coughing and sneezing
- Close, personal contact, such as touching or shaking hands
- Touching surfaces or objects contaminated with virus particles, then touching your mouth, nose or eyes before washing your hands

## Infection risk can be reduced by doing the following:

- Wash your hands often and correctly
- Avoid touching your eyes, nose or mouth with unwashed hands
- Avoid close contact with people who are sick
- Clean and disinfect hard surfaces and high touch areas using approved Ecolab disinfectants
- As with any communicable disease, it is recommended to focus on proper hand hygiene and disinfection of high-touchpoint areas including railings, doorknobs and handles and restroom surfaces

## References and Further Information

- WHO - [www.who.int/health-topics/coronavirus](http://www.who.int/health-topics/coronavirus)
- CDC - [www.cdc.gov/coronavirus/index.html](http://www.cdc.gov/coronavirus/index.html)
- EPA - [content.govdelivery.com/accounts/USAEPAOPPT/bulletins/278c716](http://content.govdelivery.com/accounts/USAEPAOPPT/bulletins/278c716)
- WHO Myth Busters - [www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters](http://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters)
- ECOLAB – [www.ecolab.com](http://www.ecolab.com)

## HOW NOVEL CORONAVIRUS ENTERS



EMPLOYEES



CUSTOMERS

## HOW NOVEL CORONAVIRUS SPREADS



### NOVEL CORONAVIRUS IS SPREAD BY DROPLETS

MADE WHEN INFECTED PEOPLE COUGH, SNEEZE OR TALK



### TOUCHING

CONTAMINATED PEOPLE, OBJECTS OR SURFACES

# RE-OPEN PREPARATION



# THE IMPORTANCE OF CLEANING & DISINFECTION

It is recommended to increase the frequency of standard cleaning procedures. In order to effectively combat coronavirus, make sure you use registered disinfection products.



## PERSONAL HYGIENE

**Wash hands frequently** with soap and water. When soap and water aren't available, use an alcohol-based hand disinfectant.

**Minimize close contact** with people who have symptoms of respiratory illness.

**Ensure proper use** of personal protective equipment (PPE) where appropriate.



## ENVIRONMENTAL HYGIENE

**Clean and disinfect** surfaces and high-touch objects with approved disinfectants.



# HIGH-TOUCH OBJECTS

A deep cleaning and disinfection: Before you return to work, please set up a “cleaning and disinfection day” to perform a secure return to the daily operation of your hotel. Pay special attention to ‘High Touch Objects’.



**Front of House**

- Door handles/knobs, push plates & handrails
- Public Phones & dial pads
- Tables, chairs/armrests & stools
- Coffee & beverage stations
- Vending machines & ice makers
- Trash can flips
- Elevator buttons (inside and out)
- Computer, POS screens & printers
- Staircase & escalator railings
- Reception desk, bell/valet stand & concierge counter
- Luggage trolleys
- Light switches
- Payment/card reader
- Handle of shopping carts
- Door cards or keys
- Pens & Collaterals



**Guest Room**

- Door and window handles & locks
- Tables, chairs & lamps
- Drawer and curtain handles
- Light switches, thermostat & AC control
- Telephones
- Mini bar
- Pens & Collaterals
- TV & remote control
- Trash can flips
- Irons & Iron boards, cloth & luggage racks
- Hairdryer
- Safe deposit box
- Faucets, toilet & dispenser handles
- Residential amenity tools
- Wand/pull chords for sheers & drapes



**Restrooms**

- Door handles/knobs, push plates & handrails
- Sink faucets & toilet handles
- Soap & tissue dispenser handles & push plates
- Hand Dryer
- Stall door locks
- Trash can flips
- Surfaces of toilets & urinals
- All feminine product depositories
- Baby changing station (handle, surface, etc.)
- Wall Charts (with plastic covers)
- Emergency switch in Accessible bathrooms
- Wall tiles



**Kitchen**

- Door handles, push plates & handrails
- Door knobs & operating pushers for all equipment
- Dispenser handles (i.e. beverage machine)
- Switches and controls
- Ice spoons/scoop
- Handles for refrigerators & freezers
- Washbasin faucets
- Hand soap dispenser buttons
- Hand towel dispenser handles
- Trash can flips
- Cleaning tools & computers

# RE-OPEN PREPARATION CHECKLISTS

## General Pre-Opening Considerations

- Do I have a **covid-19 employee information pack** (e.g. what it is, symptoms, course of action to be taken, staff responsibilities etc.)?
- Are my employees aware of the **prevention steps** that they can take **to minimise the risk of a covid-19 infection** (e. g. avoiding close contact with those who are sick, cough and sneeze etiquette, avoid touching eyes, nose and mouth, etc.)?
- Have staff been trained on **correct hand washing techniques**?
- Where possible, have I implemented **increased distance (≥ 2 m) between workers** (e.g. staggered shifts and breaks)?
- Do I have active **employee screening processes** in place (e.g. daily questions on health, travel and close contacts)?
- Have I implemented a **Visitor and Screening Policy** (like employee screening or temporary ban on non-essential visitors)?
- Do I have an **assigned cleaning schedule** detailing what is to be cleaned, how it is to be cleaned, by whom and how often?
- Are staff aware of the common '**high-touch items**', which will need special attention (e.g. elevator buttons, TV remote controls, door handles, light switches etc.)?
- Do I have a plan to **clean and disinfect all water connected equipment** such as dishwashers, ice machines, etc. prior to use?
- Do I have **adequate stock of cleaning products, tools and personal protective equipment** according to the official requirements and to meet the needs of our business (prior to opening)?
- Do I know where to go to **access additional support material**, training, advice and expertise? (If no, please contact Ecolab or visit [www.ecolab.com/coronavirus](http://www.ecolab.com/coronavirus))

# RE-OPEN PREPARATION CHECKLISTS

## Inventory Checklists

### Personal Safety Inventory Checklist

#### Personal protective equipment (PPE):

- Medical masks (if required)
- Disposable gloves
- Goggles
- Protective clothing

#### Hand hygiene:

- Hand soap
- Hand disinfectant

#### Others:

- Body temperature detection equipment

### Environmental Safety Inventory Checklist

#### Cleaning & disinfection products:

- General cleaning products
- Disinfection products for general surface
- Disinfection products for food contact surface
- Hand disinfection stations

#### Cleaning Tools

- Cleaning and disinfection tools
- Rope wearing garbage bag
- Closable trash cans
- Hygiene plans & wallcharts

Always comply with country-specific local legislation / legal requirements.

# PREPARE YOUR CLEANING TOOLS

## Cleaning Tools

- Clean and check condition of cleaning tools, before you restart using them. If necessary, clean them by manual or mechanical cleaning. Make sure to include:
  - Mops and cloths
  - Buckets, holders and handles
  - Work stations, Trolleys
  - Vacuum: Clean and check condition of cable and external surface. Replace the dust bag and filter, if necessary.
- Store them adequately before and after cleaning.
- Ensure cleaning of tools and equipment after use at the end of the day.



# WATER TREATMENT

## ➤ What should I consider before closing?

- Keep the heating, ventilation, and air conditioning systems live to maintain temperature and humidity control. If not required for these system operation, the cooling tower, chillers, heat exchangers, and related piping should be drained.
- Keep water heaters at their designated temperature.
- If possible, during the closure flush all hot and cold water fixtures (e. g. showers & taps) weekly to minimise stagnant water.
- Disconnect the water supply to dishwashers, ice machines, coffee makers etc.



**If you have concerns or would like to speak with a water expert, please contact your Ecolab Territory Manager.**

## ➤ What should I consider when re-opening?

- **All water connected machines and equipment** (e.g. dishwasher, dosing systems, fridges) should be cleaned thoroughly.
- **For the dishwasher:** Clean curtains, wash arms and rinse arms and delime, if necessary. Fill machine with water to regular level.
  - Hood/undercounter machine: Run min. 3 cycles without dishes.
  - Conveyor machine: Run for 10 minutes without dishes.
- **For laundry machines:** Select a washing program with the highest temperature and, if necessary, add a detergent or choose a washing formula with a bleaching component.
- **Taps and showers:** Run for 5 minutes with cold and hot water.
- **Equipment:**
  - Ice Machine: Produce and discard a batch of ice.
  - Coffee Maker: Disinfect inlet lines and install new filters prior to start up.
  - Food Contact Equipment: Clean thoroughly and disinfect, if necessary.
- In general, always ensure compliance with local regulations.



# EMPLOYEE SAFETY

# HOW TO PROTECT YOURSELF



There are currently no vaccines available to protect you against human coronavirus infection.

You may be able to **reduce your risk** of infection by doing the following:

- **Wash your hands** often and correctly.
  - The World Health Organization recommends performing hand hygiene with soap and water or alcohol-based hand rub if soap and water are not available.
- **Avoid touching** your eyes, nose or mouth with unwashed hands.
- **Avoid close contact** with people who are sick.
- **Avoid areas where live animals are being sold or raised** in regions where excessive cases are being reported.
- **Wear a mask if directed by health care or local requirements.**
- **Seek medical advice immediately** - If you have a fever or other symptoms after traveling, follow local advice regarding quarantining and steps to follow.

# HOW TO PROTECT OTHERS

➤ Reduce the risk of transmission by



Clean and disinfect.

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Stay home while you are sick.

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Avoid close contact.

2 m distance in public or as required by local health authorities



Wash your hands.

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Cover your mouth and nose.

Sneeze/cough into elbow rather than hands. If needed use disposable tissue and dispose immediately after use.

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In the event of symptoms, follow the local medical advice in relation to self quarantining or contacting a medical professional.



# EMPLOYEE SAFETY



## Frequent handwashing

Thoroughly wash hands and exposed portions of arms with Ecolab hand soap and warm water

for at least  **seconds.** Use designated handwashing sink.



## Disinfect Hands

Use alcohol-based Ecolab hand disinfectants without rinse.



## Cover your mouth & nose

Cough or sneeze into a tissue or flexed elbow.



## Avoid close contact

with anyone showing symptoms of respiratory illness.

## Know your novel coronavirus facts.

Get access to educational & procedural information. Refer to your local health authorities and the WHO.



People with novel coronavirus should not prepare food or serve beverages for others until their symptoms have resolved.

Sick?

Follow local medical advice on quarantining

## Encourage employees to:

- Stay at home or visit the doctor if they are sick
- Clean and disinfect impacted areas

**FACT:** Patients are most infectious during the **first three days** of illness.

# SAFEGUARD EMPLOYEES

## Cleaning and Disinfection of Staff Areas



### Increase cleaning frequency:

- 3 times per day
- High-frequency cleaning and disinfection recommended for high-touch surfaces
- To prevent dust from spreading, mop the floor with a wet mop.
- Avoid excessive mops to prevent mist and splashing.

### What products do you need?

- Multi-Purpose Cleaner
- Disinfectant for general surfaces
- Disinfectant for food-contact surfaces
- Floor Cleaner
- Bathroom Cleaner

### What tools do you need?

Refill spray bottles, trigger sprayers, microfiber cloths, vacuum, mop & bucket, window scrubber/squeegee, „Wet floor“ warning sign, PPE

**Always comply with country-specific requirements.**



Employee Cafeteria



Employee Locker Room

Employee Restroom

# SAFEGUARD EMPLOYEES

## Staff Areas



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from floor.
- Empty trash cans/ashtrays and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces\* and other hard surfaces and disinfect as needed.
- Wipe and clean glass surfaces and windows, if needed.
- Clean counters, chairs/benches and tables.
- Clean all shared telephones, computers and screens. Disinfect as needed.
- Check and refill hand soap and disinfectant dispensers, if needed.
- Sweep carpets and hard floors, if needed.

\* **High-touch point surfaces:**

Door/cabinet handles, tables, chairs/armrests, food prep. Surfaces, eating & cooking utensils, fridge & microwave handles, coffee & beverage machines, switches & remote controls, lockers, sink & washbasin faucets, dispenser & equipment handles



# FRONT OF HOUSE



# FRONT OF HOUSE

Detailed Cleaning Instructions Per Area

## PUBLIC AREAS

- ▲ [General Instructions](#)
- ▲ [Cleaning Checklists](#)
  - [Entrance, Lobby & Corridor](#)
  - [Elevator](#)
  - [Conference Rooms](#)
  - [Pool & Spa](#)
  - [Fitness Center & Sauna](#)
  - [Day Care](#)

## PUBLIC DINING

- ▲ [General Instructions](#)
- ▲ [Cleaning Checklist](#)
  - [Restaurant](#)
  - [Bar](#)

## GUEST ROOMS

- ▲ [General Instructions](#)
- ▲ [Cleaning Checklists](#)
  - [Guest Room](#)
  - [Guest Bathroom](#)

## RESTROOMS

- ▲ [General Instructions](#)
- ▲ [Cleaning Checklist](#)

# PUBLIC AREAS

## General instructions

### What products do you need?

- Multi-Purpose Cleaner
- Disinfectant for general surfaces
- Floor Cleaner
- Air Freshener

### What tools do you need?

Refill spray bottles, trigger sprayers & foam heads, microfiber cloths, vacuum, mop & bucket, 'Wet Floor' warning sign, PPE



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*\*Refer to product label for use directions*

## ➤ High-touching Objects

- Door handles/knobs, push plates & handrails
- Public Phones & dial pads
- Tables, chairs/armrests & stools
- Coffee & beverage stations
- Vending machines & ice makers
- Trash can flips
- Touch Screens
- Elevator buttons (inside and out)
- Computer, POS screens & printers
- Staircase, escalator and stairwell railings
- Reception desk, bell/valet stand & concierge counter
- Luggage trolleys
- Light switches
- Payment/card reader
- Handle of shopping carts
- Door cards or keys
- Pens & Collaterals

# PUBLIC AREAS

## Entrance, Lobby & Corridor



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from floor.
- Empty trash cans/ashtrays and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed.
- Wipe and clean glass surfaces and windows, if needed.
- Clean counters.
- Clean Computer/POS screens and printer.
- Clean all public phones and touch screens.
- Check and refill any hand disinfectant dispensers, if needed.
- Sweep carpets and hard floors, if needed.

# PUBLIC AREAS

## Elevator



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- **Clean high-touch point surfaces and other hard surfaces and disinfect as needed** (e. g. elevator buttons, glass surfaces).
- **Wipe and clean glass surfaces and windows, if needed** (e. g. mirrors).
- **Sweep carpets and hard floors, if needed.**



### Cleaning and disinfection recommendations

The most common way of spreading the coronavirus is through droplets by coughing, sneezing and talking. Nevertheless regular cleaning of surfaces such as furniture and handles is an important part of an effective infection control program. Regular public contact surfaces should be cleaned and disinfected frequently.



# PUBLIC AREAS

## Conference Rooms



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Remove large debris from hard surfaces and floor.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Dust file cabinets and bookshelves, if needed.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed (incl. tables, chair armrests, phones, door handles etc.).
- Sweep carpets and hard floors, if needed.

# PUBLIC AREAS

## Pool & Spa



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from floor.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed (e. g. door handles, sun beds, thresholds and hand railings, tables and chairs, trash can).
- Wipe and clean floor, if needed.

- CDC guidance suggests there is no evidence that COVID-19 can be spread to humans using pools and hot tubs. Proper operation, maintenance, and **disinfection** (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.
- Follow the standard operating procedures as recommended by your chemical provider.



# PUBLIC AREAS

## Fitness Center & Sauna



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from floor.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed (e. g. equipment & machines, door handles & push plates, light switches, remote control, water stations, dispensers, wooden benches).
- Clean floor mats.
- Disinfect tools & equipment after each use.
- Remove amenities (e. g. fruits, reading material etc.).
- Wipe and clean glass surfaces and windows, if needed (e.g. mirrors).
- Sweep carpets and hard floors, if needed.

# PUBLIC AREAS

## Playground



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from floor.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces\* and other hard surfaces and disinfect as needed.
- Wipe and clean glass surfaces and windows, if needed.
- Sweep carpets and hard floors, if needed.

#### \* Food Contact Surfaces:

Mixed use tables, highchair/booster seat, food preparation surfaces, eating utensils, plastic mouthed toys, pacifiers.

#### Non-Food Contact Surfaces:

Doorknobs and cabinet handles, light switches, drinking fountains, changing tables, potty chairs, toys, chairs, diaper pails, floors.

# PUBLIC DINING

## General Instructions

### What products do you need?

- Multi-Purpose Cleaner
- Glass Cleaner
- Disinfectant for food-contact surfaces

### What tools do you need?

Refill spray bottles, trigger sprayers & foam heads, microfiber cloths, vacuum, mop & bucket, 'Wet Floor' warning sign, PPE



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*\*Refer to product label for use directions*

## ➤ High-touching Objects

- Dining tables, chairs/armrests and booths
- Door/drawer handles, push plates & handrails
- Salad bar
- Buffet area
- Coffee & Beverage stations
- Light switches
- Faucets
- Cupboards / Storage Areas
- Counter/desks (bar, entrance, etc.)
- Thresholds and hand railings
- Menus and menu holders (with plastic covers)
- Payment/card reader
- Trash receptacle touch points
- Hand Disinfectant Dispensers
- Collaterals & Pens
- Touch Screens/POS screens

# PUBLIC DINING AREAS

## Restaurant



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from floor.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed, especially after guests leave.
- Clean and check condition of any equipment before returning to use (e. g. buffets, coffee machines, work areas such as bars, fridges).
- Clean and check condition of all crockery, cutlery and glassware.
- Clean and check condition of storage boxes and cutlery trays.
- Sweep carpets and hard floors, if needed.

# PUBLIC DINING AREAS

## Bar



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from the floor.
- Empty trash cans / ashtrays and replace trash can liners if needed. Wipe the outside.
- Wipe and clean high touch point surfaces and other hard surfaces and disinfect as needed (e.g. menu holders, cupboards, handrails, chairs/armrests, card reader etc.).
- Clean and check condition of all crockery, cutlery and glassware.
- Wipe and clean glass surfaces and windows, if required.
- Clean all tables and counter.
- Clean computer / POS screens.

# GUEST ROOMS

## General instructions

### What products do you need?

- Multi-Purpose Cleaner
- Disinfectant for general surfaces
- Floor Cleaner
- Room Refresher
- Glass Cleaner

### What tools do you need?

Refill spray bottles, trigger sprayers & foam heads, microfiber cloths, vacuum, mop & bucket, 'Wet Floor' warning sign, PPE



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*\*Refer to product label for use directions*

## ➤ High-touching Objects

- Door and window handles & locks
- Tables, chairs & lamps
- Dresser drawer and curtain handles
- Light switches, thermostat & AC control
- Telephones
- Minibar & tableware
- Pens & Collaterals (menu, advertising, etc.)
- TV & Remote Control
- Trash can flips
- Iron & iron boards, cloth & luggage racks
- Hairdryer
- Safe deposit box
- Faucets, toilet & dispenser handles
- Residential amenity tools (coffee makers, microwave, refrigerator, etc.)
- Wand or pull chords for sheers & drapes



# GUEST ROOMS



## Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Evaluate room and prepare for cleaning. Remove all dishes, debris and towels.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed (e.g. TV, remote control, light switches, door handles).
- Remove old bed linens and inspect mattress for bed bugs. Make bed with fresh linens.
- Vacuum carpet or wipe and clean hard floor.
- Finish room by spraying Room Refresher on soft surfaces.

# GUEST BATHROOM



## Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Wipe and clean glass surfaces and windows, if needed.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed (e.g. vanity, sink, door handles).
- Wipe and clean toilets.
- Replace bath towels.
- Wipe and clean hard floor.

### \* High-touch point surfaces:

Sink & Taps, shower doors and lever, door handles, faucets & toilet handles, tissue dispenser handles, trash can flips, toileteries, wall tiles

# RESTROOMS

## General instructions

### What products do you need?

- Bathroom Cleaner
- Disinfectant for general surfaces
- Glass Cleaner
- Stainless Steel Cleaner
- Floor Cleaner
- Air Freshener

### What tools do you need?

Refill spray bottles, trigger sprayers & foam heads, microfiber cloths, vacuum, mop & bucket, 'Wet Floor' warning sign, PPE



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*\*Refer to product label for use directions*

## ➤ High-touching Objects

- Door handles/knobs, push plates & handrails
- Sink faucets & toilet handles
- Soap & tissue dispenser handles & push plates
- Hand Dryer
- Stall door locks
- Trash can flips
- Surfaces of toilets & urinals
- All feminine product depositories
- Baby changing station (handle, surface, etc.)
- Wall Charts (with plastic covers)
- Emergency switch in Accessible bathrooms
- Wall tiles

# RESTROOMS



## Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from floor.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed (e.g. dispenser handles, sinks, stall door locks).
- Wipe and clean glass surfaces and windows, if needed.
- Check and refill soap and disinfectant dispensers, if needed.
- Check and refill other amenities (e.g. paper towels, toilet paper).
- Wipe the floor, if needed.

# BACK OF HOUSE



# BACK OF HOUSE

Detailed Cleaning Instructions Per Area

## KITCHEN

- ▲ [General Instructions](#)
- ▲ [Cleaning Checklist](#)

## WAREWASHING

- ▲ [Pre-Check](#)
- ▲ [Standard Operation](#)

## LAUNDRY

- ▲ [General Instructions](#)

## STORAGE & LOADING

- ▲ [Storage Areas](#)
- ▲ [Loading Bay](#)

# KITCHEN

## General instructions

### What products do you need?

- Multi-Purpose Cleaner
- Disinfectant for general surfaces
- Disinfectant for food-contact surfaces
- Degreaser
- Manual Detergent

### What tools do you need?

Refill spray bottles, trigger sprayers & foam heads, microfiber cloths, vacuum, mop & bucket, 'Wet Floor' warning sign, PPE



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*\*Refer to product label for use directions*

## ➤ High-Touching Objects

- Door/cupboard handles, push plates & handrails
- Door knobs & operating pushers for all equipment
- Dispenser handles & push plates (i.e. beverage machine)
- Switches & controls (e. g. thermometer)
- Food preparation surfaces, counters & tables
- Cooking utensils such as knives, Ice Scoops etc.
- Food Processing Equipment (e. g. blenders, cutting boards)
- Sinks & Washbasin faucets
- Hand soap dispenser buttons
- Hand towel dispenser handles
- Handles, drawers and cabinets of refrigerators & freezers
- Walk-in refrigerator and freezer plastic curtains
- Trash can flips
- Cleaning tools / buckets
- Transport Carts

# KITCHEN



## Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Pick up debris from floor.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Clean high-touch point surfaces and other hard surfaces and disinfect as needed (e.g. food-contact surfaces, shelves, sinks, food trays).
- Clean all crockery, cutlery, glassware and cooking utensils using the dishwasher.
- Clean and check condition of all food processing equipment (e.g. blender, slicer).
- Clean and check condition of refrigerators and freezers. Remove and dispose any rotten food.
- Sweep and wet clean floors, if needed.



# WAREWASHING

## Pre-Check

### Procedures:

1. Check the dishwasher for completeness, cleanliness and condition of all sieves, wash arms, rinse arms, standpipes, curtains, baskets and transport devices, if necessary, install, clean and/or repair them.
2. Check water softener and or water filter (partial demineralisation/ demineralisation/reverse osmosis) for completeness and condition, if necessary, install and/or repair or replace.
3. Check salt levels and, if necessary, refill.
4. Turn on the tap and then turn on the main switch.
5. Check dosing devices for condition, fill up product reservoir.
6. Switch on the machine, fill it and let it heat up.
7. Put the dishwasher into operation and let it run for at least 3 baskets or 5 minutes without dishes.
8. In the dish washing process, it should be ensured that a wash temperature of min. 60 °C and a rinse temperature of min. 82 °C is achieved.
9. Then continue working as usual.

### ➤ Items to be checked

- Wash Arms
- Rinse arms
- Standpipes
- Curtains,
- Baskets
- Transport devices

### ➤ Products and tools you need

- Dishmachine
- Warewashing Detergent & Rinse Aid
- Delimer (optional)

# WAREWASHING

## Disinfection of Wares

### Procedures:

1. According to the German Public Health Authority (the Robert Koch Institute, RKI), there is no risk associated with using the standard machine ware wash process to establish the required safety required to eliminating the novel SARS-CoV-2 virus from ware.
2. Statement of the Robert Koch Institute (RKI): “Dishes may be transported in closed containers to the dishwasher and washed with a program as usual in a hospital“ (translated from German).
3. Based on the RKI statement, we suggest transporting both soiled ware and cleaned ware in separate, closed containers to minimize the possibility of contamination outside of the normal cleaning process.
4. Containers for used ware shall of course be disinfected after use and those for clean ware cleaned appropriately. Use an appropriately labeled container for transporting ware to/from the dish room and sort ware into the dishwasher using disposable gloves.
5. In the dish washing process, it should be ensured that a **wash temperature of min. 60 °C and a rinse temperature of min. 82 °C** is achieved.

### ➤ High-touching Objects

- Dishes
- Cutlery
- Glasses
- Pot & pans
- Cutting boards
- Utensils
- Transport container
- Bain marie



# LAUNDRY

## General instructions

### Procedures:

1. Transport laundry in a closed and appropriately labeled container or laundry bag to the laundry area and sort into laundry machine with disposable gloves and additional appropriate respiratory protection (FFP2).
2. In OPL laundries without separation in dirty and clean side, a disinfection of the used laundry equipment (machine, transport cars) is recommended as a pre-caution measure: To avoid recontamination of the clean laundry, the outside of the machine including the machine door should be disinfected with an appropriate surface disinfectant after the machine has been loaded. Also, the transport equipment for the dirty laundry should be disinfected with the same disinfectant.
3. BPR (Biocidal Products Regulation) viricidal applied processes\*

Detergent	Conc. Detergent	Disinfectant	Conc. Disinfectant	Temperature	Bath Ratio	Time
Ecobrite Magic Emulsion	1,5 ml/l	Ozonit Super	2 ml/l	60 °C	1:5	12 min
Ecobrite Magic Emulsion	1,5 ml/l	Ozonit**	4 ml/l	60 °C	1:5	12 min
Eltra	7 g/l			60 °C	1:5	20 min
Eltra 40 Extra	7 g/l			40 °C	1:5	10 min
Mop Eltra	6 g/l			60 °C	1:5	15 min

## ➤ Items to be checked

- Laundry
- Laundry of persons at risk of infection
- Work clothes
- Cleaning textiles

## ➤ Products and tools you need

- Laundry Machine & Chemistry
- Cleaner Disinfectant
- Laundry Container/Laundry Bags
- Disposable Gloves
- Cloth

\*The BPR guidance for PT2-4 states that at temperatures  $\geq 40$  °C Murine Parvovirus is the required heat resistant reference organism. This virus is more resistant against thermal and chemical influences than the one responsible of the COVID-19 disease, an enveloped virus. Therefore, a product passing EN14476 with Murine Parvovirus can also be claimed to have virucidal efficacy against enveloped viruses, such as SARS-CoV-2.

\*\*Ecolab statement on the read-across of efficacy test report data from Ozonit Super to Ozonit for determining dose concentrations.

# STORAGE & LOADING

## Storage Areas



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Remove all items from the shelf and temporarily store in a clean, dry, safe area.
- Wipe and clean high touch point surfaces and other hard surfaces and disinfect as needed (e.g. door handles, light switches, lockers, trolleys, etc.).
- Clean glass surfaces, if needed.

# STORAGE & LOADING

## Loading Bay



### Cleaning Checklist:

\*Refer to product labels for complete directions for use.

- Place work area warning sign.
- Pick up debris from floor.
- Empty trash cans and replace trash can liners, if needed. Wipe the outside.
- Wipe and clean high-touch point surfaces\* and other hard surfaces and disinfect as needed.

#### \* High-touch point surfaces

Door / cabinet handles, switches & remote controls, lockers, dispenser handles, equipment handles, trolleys, push activation buttons etc.

# SUPPORTING INFORMATION



# PRINTABLE WALLCHARTS



# ALWAYS WEAR CORRECT PERSONAL PROTECTIVE EQUIPMENT



- Chemical resistant cuff gloves** (Please observe the safety data sheet).
- To prevent cross-contamination, disinfect the gloves after each room with a suitable alcohol-based hand disinfectant.



- Normal Mouth Nose Protection** (if required)
- In case of suspected COVID-19 contaminated surfaces or contact with sick persons (**Protection class FFP2 or FFP3**)



- In case of suspected COVID-19 contaminated surfaces or contact with sick persons use disposable apron.
- Dispose smocks in a closed container **before leaving the room.**



- Tightly fitting safety goggles when handling concentrates (e.g. exchange of empty containers in the dosing unit)

**Always comply with country-specific / legal requirements.**



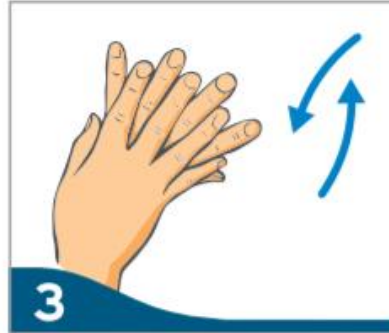
# HAND WASH TECHNIQUE



Apply a sufficient amount of product to the palm of one hand.



Rub hands palm to palm to build lather.



Spread lather over the back of each hand with fingers interlaced.



Rub palm to palm with fingers interlaced.



Grip the fingers on each hand and rub in a sideways back and forth movement.



Clasp each thumb in the opposite hand and rotate.



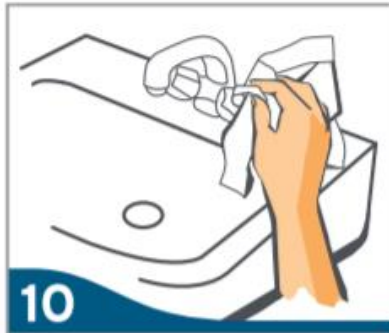
Press fingers into palm of each hand and rotate.



Rinse hands with water.



Dry hands thoroughly with a disposable towel.



Use towel to turn off tap.



Your hands are now safe.

# HAND RUB TECHNIQUE



Apply hand disinfection to the palm of one hand, covering all surfaces.



Cover whole surface of hands, rubbing palm to palm.



Spread the disinfection solution over the back of each hand including the wrists with fingers interlaced.



Rub palm to palm with fingers interlaced.



Grip the fingers on each hand and rub in a sideways back and forth movement.



Clasp each thumb in the opposite hand and rotate.



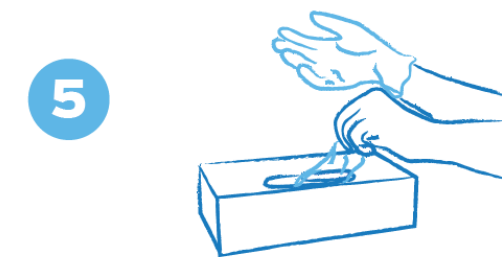
Press fingers into palm of each hand and rotate.



Once dry, your hands are safe.

# PROPER GLOVING

How to **PUT ON** non-sterile gloves



How to **REMOVE** non-sterile gloves



# DISINFECTION NON-FOOD CONTACT



## 1 PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected. Rinse with a damp cloth and allow to air dry.



## 2 DISINFECT

For an emerging viral pathogen, use a disinfectant with proven efficacy against enveloped viruses. Refer to the product label for complete directions for use.



## 3 WAIT

Leave surface for the time indicated in the directions for use on the product label.



## 4 DRY

Wipe the surface with a dry disposable cloth or allow to air dry.

# DISINFECTION FOOD CONTACT



## 1 PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected. Rinse with a damp cloth and allow to air dry.



## 2 DISINFECT

For an emerging viral pathogen, use a disinfectant with proven efficacy against enveloped viruses. Refer to the product label for complete directions for use.



## 3 WAIT

Leave surface for the time indicated in the directions for use on the product label.



## 4 RINSE

Rinse the surface with fresh water if necessary (see label instruction).




## 5 DRY


Wipe the surface with a dry disposable cloth or allow to air dry.


# CLOTH FOLDING METHOD & COLOUR CODING


## Cloth Folding Method


- 1 Fold cloth in half



- 2 Then fold cloth in half again


- 3 Cloth is now folded into quarters with 8 cleaning sides


- 4 Clean surface



- 5 Change cleaning side of cloth



- 6 Clean next surface





## Colour Coding

- General surface cleaning


- Surface cleaning in bathrooms and rest rooms


- Surface cleaning of toilets and urinals


- Surface disinfection



To avoid cross contamination, make sure to change your cleaning cloth after each room.

# THE RELENTLESS RECOVERY PROGRAM

Although the world since the start of the COVID-19 pandemic may have changed, Ecolab's dedication to servicing our customers has not - in fact, it's never been more important for our customers. Therefore Ecolab has developed the **Relentless Recovery program of tools, materials & training** that will support you as you prepare to welcome returning guests and customers.

Visit our website at [ecolab.com/coronavirus](https://ecolab.com/coronavirus) for additional resources.

For additional, personal advice, please contact your local Ecolab Territory Manager, who is there to support you during this unprecedented times.

