

YOUR GUIDE TO
PROFESSIONAL
CLEANING

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SAFE HOTELS WITH PRO FORMULA

*Update COVID-19 and the
SARS-CoV-2 (novel coronavirus)*





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SAFE AND WELCOMING HOTELS

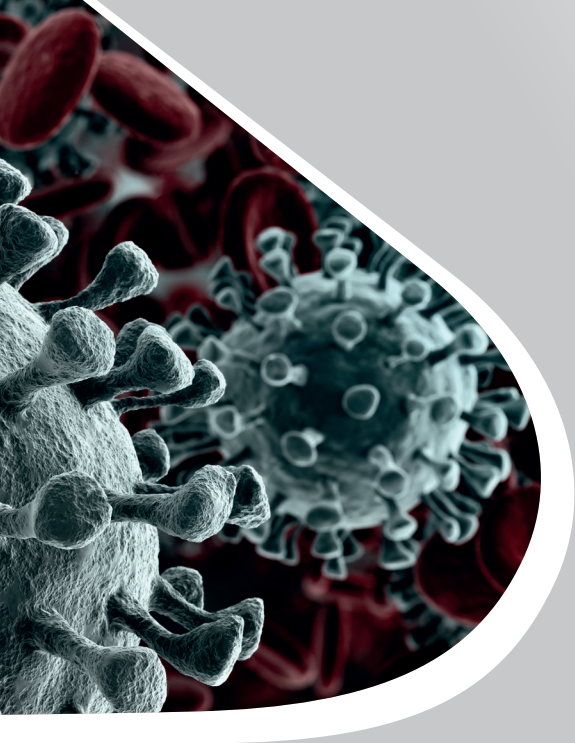
Your staff and guests may be confronted with SARS-CoV-2 (novel coronavirus). There is a need to ensure that the stay of your guests and working environment of your staff is safe.

Failing to reduce the risk may result in loss of business, risk to your brand value, reduced workforce efficiency and even lives.

During an outbreak there are a number of things that can be done to help prevent spreading the virus. Key areas and touchpoints as well as high risk areas need your attention and more frequent cleaning. Cleaning and sanitation are essential building blocks to infection prevention and outbreak control. In all areas that you clean and sanitize, pay attention to standard operating procedures, using recommended products only.

Specific attention should be paid to hand hygiene and frequently-touched hard surfaces to avoid cross-contamination.

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ABOUT CORONAVIRUSES AND THE SARS-COV-2 (NOVEL CORONAVIRUS)

What is a coronavirus?

Coronaviruses (CoV) are a broad family of viruses named after the crown-like spikes on their surface. They typically cause mild to moderate upper respiratory tract disease in humans, but can also cause more severe infections such as pneumonia and other lower respiratory tract infections. There are some coronaviruses that can be transmitted from animals to people. And there is strong evidence of secondary transmission from person to person with this novel coronavirus as well.

How does SARS-CoV-2 (novel coronavirus) compare?

In Dec 2019 the novel coronavirus was identified in several hundred people in Wuhan China, most of whom had contact with the same seafood market in Wuhan.

So far the people infected have had pneumonia, but otherwise mild symptoms with a lower percentage of deaths than other coronavirus infections, with 10-20% of those infected requiring hospitalization for more severe forms of the disease. For comparison, SARS-CoV had a mortality rate of 9.6% (9.6% of those people infected died from the disease) and MERS-CoV has a mortality rate of 34.5%.



The incubation period is 1-14 days, but can be longer in rare cases. People are most contagious when showing symptoms.

SYMPTOMS

- High fever (over 101F or 38.3C)
- Cough
- Breathing difficulties

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How SARS-CoV-2 spread from animals to people



Bats and game animals



Visiting seafood market, contact with live or dead animals



People handling the animals or exposed to their secretions

How SARS-CoV-2 spreads from person to person



Person to person transmission



By droplets

Made when infected people cough, sneeze or talk



Touching

Contaminated objects or surfaces



For the most recent information on this outbreak please visit:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>



ABOUT OUTBREAK PREVENTION

What is a coronavirus?

It is difficult to predict instances of illness or outbreak, especially when large numbers of people gather in close proximity to one another. The important factor is to be prepared.

Precautionary measures and ensuring you have the right resources to handle a speedy response can be the difference between a few isolated instances and a full blown outbreak. Ultimately outbreaks are more difficult to control and costly to business. This is why prevention is better than cure.

What is an infection?

Infections are caused by pathogens ('bugs') such as bacteria, viruses, yeasts or fungi that enter into the body. It can take some time before the microbes multiply enough to trigger the symptoms of an illness, which means an infected person may unwittingly spread the disease during this incubation period. But for most infectious diseases, person to person transmission is most likely when the infected person is symptomatic.

Instances of transmission can rapidly escalate into larger scale outbreaks which are often difficult to control and extremely damaging to health and business alike.

It is the responsibility of employers to provide a safe workplace for their staff, clients and their customers alike, which includes the provision of adequate infection control procedures.

There are however precautions you can take to reduce the risk of an outbreak and increase your ability to control an outbreak when it does occur.

How are infections transmitted?

Pathogens can spread in a variety of ways and understanding these different modes of transmission will help your staff to adopt good infection control practices.

Coronaviruses are present in respiratory secretions in droplets that travel up to 2 meters, meaning transfers can happen through contact and droplet transmissions.

If infected people sneeze or cough they can spread germs through tiny airborne droplets. These droplets can land on surfaces. Hands and surfaces soiled with nasal and throat discharges can then aid the spread of the disease.

Some of the infections that are spread in this way include:

- The common cold (caused by coronaviruses or rhinoviruses)
- Influenza
- Adenoviruses

Contaminated objects, humans or food: Cross-contamination carries pathogens from one contaminated place to another. If a person is unwell they could carry viruses, bacteria or parasites. Also, a person does not have to seem unwell to be carrying a pathogen. When ensuring pathogens are not transmitted, special attention should be paid to hand and surface hygiene.

Key touchpoints for hotels:

- Taps and toilet flush handles
- Telephones
- TV remote controls
- Table tops
- Door handles
- Lift buttons
- Light switches
- Gym equipment

HOW TO PREVENT SPREADING A VIRUS DURING AN OUTBREAK



How can you control infections?

Infections can be prevented or controlled by reducing the opportunities for infection transmission. This can be achieved by adopting basic infection control practices.

Basic infection control practice

Good infection control begins with assuming everyone is potentially infectious and following proper procedures at all times.

The following provides guidelines to reducing transmission of infection:

Hand hygiene

Effective hand hygiene is the greatest single measure that your staff and guests can take to prevent the spread of pathogens.

Regarding your staff, when below situations occur please perform approved methods to ensure excellent hand hygiene when you:

- Can see your hands are dirty
- Have just used the toilet
- Are about to prepare food
- Have just completed a daily task (such as emptying the bins)
- Sneezed in your hands

You can also help your guests to maintain their levels of personal hygiene by ensuring the continuous supply of soap, shower gel and other personal care products. It is also recommended to make alcohol-based hand rubs available in common areas.

Methods for correct hand hygiene for hand washing and hand rubbing can be viewed at the end of this document.

Special situations

Wound dressing: Broken skin wounds provide an opportunity for pathogens to penetrate the body. Individuals with cuts, burns, sores or other forms of open wounds must have the wounds covered using waterproof dressings.

Blood and bodily fluid spillages: Please use caution when cleaning up blood or bodily fluid. For public facilities bodily fluid spillages must be decontaminated to protect public health. The procedure must also protect the worker during decontamination.

Respiratory Hygiene: When a person coughs or sneezes, they should cover their mouth with a disposable tissue or use their elbow. They should dispose of used tissues and perform hand hygiene after used tissue disposal.

Recommendations for laundry in case of an outbreak

Laundry recommendations for hotels are based on international standard RAL GZ-992 for Professional Linen Care and Good Laundry Practices. These standards ensure adequate hygiene in a normal laundry operation. However, during outbreaks such as the current SARS-CoV-2 (Coronavirus) outbreak, we recommend special procedures as outlined below:

For handling and sorting of linen, customers should follow infection prevention procedures in line with local public health guidelines or WHO* guidelines.

For the wash process itself, customers should follow a locally authorized process for thermal disinfection or a process for chemo-thermal disinfection.

In case there is no locally authorized process, we recommend to follow WHO* thermal disinfection guidelines to apply a wash process with a temperature of 70°C for 25 minutes. More stringent thermal disinfection processes - part of RAL GZ-992 with reference to RKI** - are also allowed, i.e. a wash process at 85°C for 15 minutes or a process at 90°C for 10 minutes.

*WHO = World Health Organization

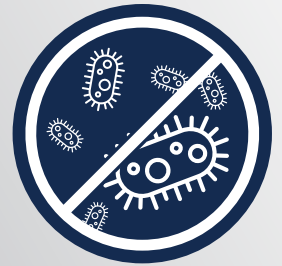
**RKI = Robert Koch Institute (public health institute in Germany)



CLEANING FREQUENTLY-TOUCHED SURFACES TO REDUCE RISK

Cleaning and disinfecting will reduce the risk of an outbreak

1. Clean all areas frequently, as to your standard cleaning procedures.
2. Maintain excellent hand hygiene.
3. Use a disinfectant with a virucidal claim to disinfect frequently touched surfaces.
4. Deal with blood and bodily fluid spillages immediately.
5. Manage laundry, kitchen utensils, and sanitary waste in accordance with safe routine procedures



High risk areas

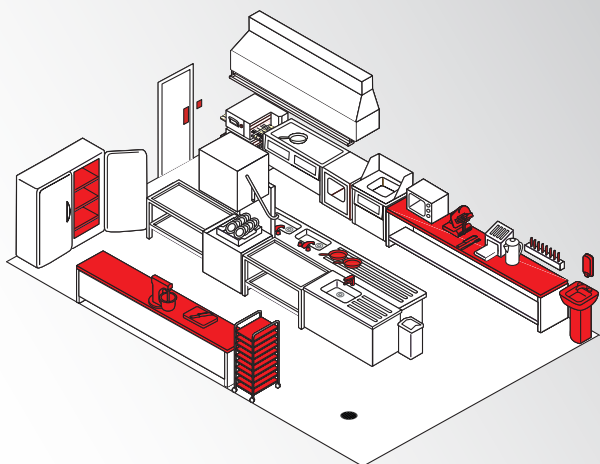
High risk infection areas need to be cleaned on a regular basis to create protection against pathogen spread. Certain conditions allow pathogens to spread easier from one individual to another. These include areas where traffic is high, bodily spills are frequent or where there is general low level of hygiene.

In your common areas

The risk of infection is increased when large groups gather so the hygiene levels in areas such as lobbies is extremely important. Again, we do recommend making alcohol-based hand rubs available and visible for the guests.

As in your guest rooms you can use targeted disinfection to reduce the risk of pathogens being picked up on the surfaces and causing illness. Once more a focus on the frequently touched areas such as equipment handles, lift buttons, computer keypads is advised.

Key touchpoints:



Kitchens:



Door handles



Switches



Dispensers (loaded, in good order, clean)



Food contact surfaces



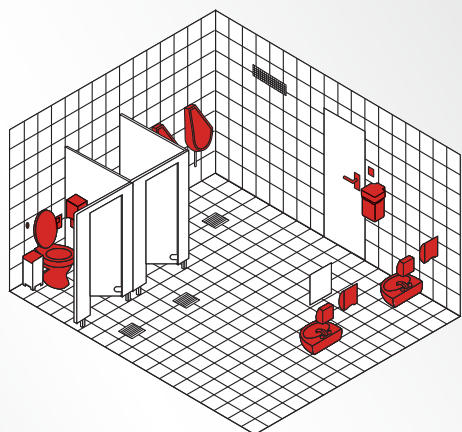
Taps



Utensils



Hand contact areas



Washrooms:



Door handles



Switches



Dispensers (loaded, in good order, clean)



Bathroom handles, toilet flush, shower control, taps



Toilets (seats, splash walls)



Guestrooms:



Door handles



Switches



Dispensers (loaded, in good order, clean)



Furniture handles



Toilet seats, splash walls



Lamp toggle switch



Food contact surfaces



Remote control



Telephone



Room accessories (kettles, iron, hair dryer)



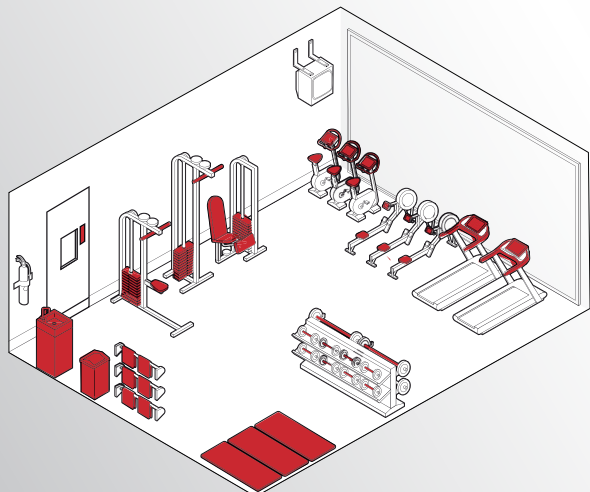
Bath room handles, toilet flush, shower control, taps



Table tops



Bath room sink



Gym:



Door handles



Switches



Water fountain



Handle and seat of the machine

ESSENTIAL AREAS TO FOCUS ON DURING AN OUTBREAK

1. Apply correct hand hygiene methods

Hand washing: To wash your hands effectively, wet them, apply soap, lather it fully and rub your hands together for at least 20 seconds. Then rinse all the soap off and dry them fully with a paper towel. To make sure you have washed every part of your hands we recommend you follow this illustration.

Hand rubbing: To sanitize your hands apply 3ml of approved hand rub and rub them for 30 seconds. Do not rinse or dry the hands, the hand rub will evaporate.

These charts can be found on our website:
www.proformula.com

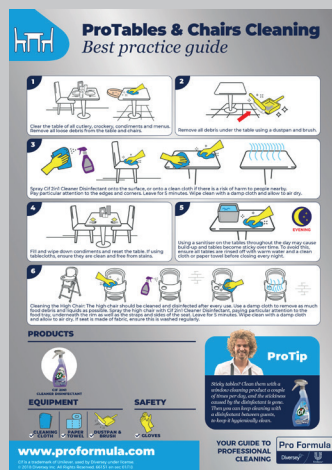


2. Cleaning and disinfection of hard surfaces during outbreaks

Please use your standard procedures, otherwise follow these generic guidelines.

Use approved products with the correct dosing for disinfection of hard surfaces!

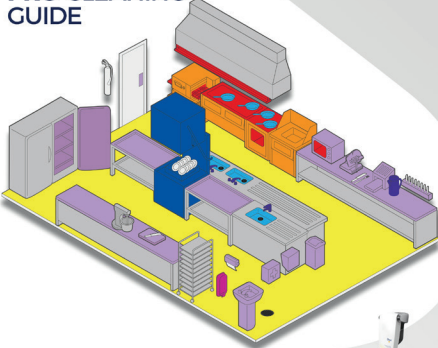
1. Pre-soak a disposable cloth with cleaner or disinfectant and remove gross soil (if necessary), then place in plastic bag for disposal.
2. Clean surface with a disposable cloth pre-soaked with a cleaner or disinfectant, then dispose in a plastic bag.
3. Spray the disinfectant liberally onto surface and spread with a disposable cloth making entire surface wet with the cleaner or disinfectant. Dispose of cloth into plastic bag.
4. Allow the disinfectant to act for the necessary surface contact time. Rinse if required.
5. All soiled materials and protective clothing must be deposited into a yellow clinical waste bag and disposed as contaminated material.
6. Wash hands thoroughly for at least 20 seconds using hand soap.



Use the relevant Best Practice guides with the recommended products in your country for how to clean surfaces

Available Pro Cleaning Guides with the recommended products in your country for cleaning each area

KITCHEN PRO CLEANING GUIDE



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- CF OVEN & GRILL
- CF CLEANER DISINFECTANT
- CF REFRIGERATOR
- CF REFRIGERATOR
- CF CREAM
- SUN DISINFECTANT & RINSE AID
- CF STAINLESS STEEL
- DOVE HAND SOAP
- SUN HAND DISINFECTANT
- CF KITCHEN DESCALER
- DOMESTOS DRAIN UNBLOCKER GEL

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PUBLIC WASHROOM PRO CLEANING GUIDE



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- CF WASHROOM
- CF GLASS & MULTI-SURFACE
- DOMESTOS TOILET CLEANER & DESCALER
- DOMESTOS CRISTAL BLOCKS
- CF CREAM
- DOMESTOS DRAIN UNBLOCKER GEL
- DOMESTOS GROUT CLEANER
- DOVE HAND SOAP

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HOUSEKEEPING PRO CLEANING GUIDE



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- CF DEV-GEL FLOOR CLEANER
- CF ZINC WASHROOM
- CF CREAM
- CF WITHSHIN DESCALER
- CASOLIN SOOFT FABRIC CONDITIONER
- PAK DISINFECTANT LAUNDRY DETERGENT
- DOMESTOS GROUT CLEANER
- CF WOOD FURNITURE POLISH
- DOMESTOS TOILET CLEANER & DESCALER
- DOVE HAND SOAP
- DOMESTOS DRAIN UNBLOCKER GEL
- CF GLASS & MULTI-SURFACE

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RESTAURANT & BAR PRO CLEANING GUIDE



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- CF CLEANER DISINFECTANT
- CF GLASS & MULTI-SURFACE
- CF DEV-GEL FLOOR CLEANER
- CF WOOD FURNITURE POLISH
- CF KITCHEN DESCALER
- SUN GLASS DISINFECTANT DETERGENT
- DOVE HAND SOAP
- CF STAINLESS STEEL
- SUN BEERGLASS CLEANER

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YOUR GUIDE TO PROFESSIONAL CLEANING



Unilever and Diversey come together to bring you the best of both worlds: Well-known Unilever brands paired with Pro Formula, a complete cleaning range for HORECA professionals with easy to use products and cleaning guides to help you clean like a pro, so that you can get ready for business.