

May 2020

POST COVID 19 CLEANING GUIDE FOR EMEA



HOSPITALITY
MANAGEMENT



Introduction and Safety Focus	Rooms Operations	Food & Beverage	Back of House
<ul style="list-style-type: none"> ▪ <u>Introduction</u> ▪ <u>Background to Covid 19</u> <ul style="list-style-type: none"> - <u>What is Covid 19?</u> - <u>How does it spread?</u> ▪ <u>Employee Safety</u> <ul style="list-style-type: none"> - <u>How to Protect Yourself</u> - <u>How to protect Others</u> - <u>Hand Hygiene</u> - <u>Personal Protective Equipment</u> - <u>Printable Wall Charts</u> ▪ <u>Re-Open Preparation</u> <ul style="list-style-type: none"> - <u>Inventory Check List</u> - <u>The importance of Disinfection</u> - <u>High Touching Objects</u> - <u>Water Treatment</u> 	<ul style="list-style-type: none"> ▪ <u>Cleaning Instructions Front of House Areas</u> ▪ <u>Public Areas</u> <ul style="list-style-type: none"> - <u>Entrance & Lobby</u> - <u>Corridors and Ice Machines</u> - <u>Elevator</u> - <u>Transportation</u> - <u>Printable Wall Charts</u> ▪ <u>Restrooms</u> ▪ <u>Guest Rooms</u> 	<ul style="list-style-type: none"> ▪ <u>Cleaning Instructions per Area</u> ▪ <u>F&B Front of House Area</u> <ul style="list-style-type: none"> - <u>Disinfection Guidelines</u> - <u>Cleaning Instructions</u> - <u>Public Dining</u> - <u>Lounge</u> - <u>Conference & Meeting Space</u> - <u>Grab & Go and Retail</u> - <u>Night Club / Discotheque</u> - <u>Printable Wall Charts</u> ▪ <u>F&B Back of House</u> <ul style="list-style-type: none"> - <u>Disinfection Guidelines</u> - <u>Cleaning Instructions BOH Areas</u> - <u>Food Contact Surfaces & Seating</u> - <u>Tableware / Cutlery</u> - <u>Food Processing Equipment</u> - <u>Food Cart</u> - <u>Sink & Cutting Boards</u> - <u>Refrigeration</u> - <u>Warewashing</u> - <u>Ice Machine</u> - <u>Mobile Events Equipment</u> 	<ul style="list-style-type: none"> ▪ <u>Cleaning Instructions per Area</u> ▪ <u>Office Surfaces</u> ▪ <u>Corridors</u> ▪ <u>Elevator / Elevator landing</u> ▪ <u>Storage</u> ▪ <u>Locker Rooms</u> ▪ <u>Staff Cafeteria</u> ▪ <u>Prayer Rooms</u> ▪ <u>Loading Bay</u> ▪ <u>Laundry</u> ▪ <u>Workshops & Plant Rooms</u>
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PREVENTION AND TREATMENT

- Frequent and thorough handwashing is critical
- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- Stay home when you are sick
- Cover your cough or sneeze with a sleeve or tissue, then throw the tissue in the trash
- Disinfect frequently touched objects and surfaces

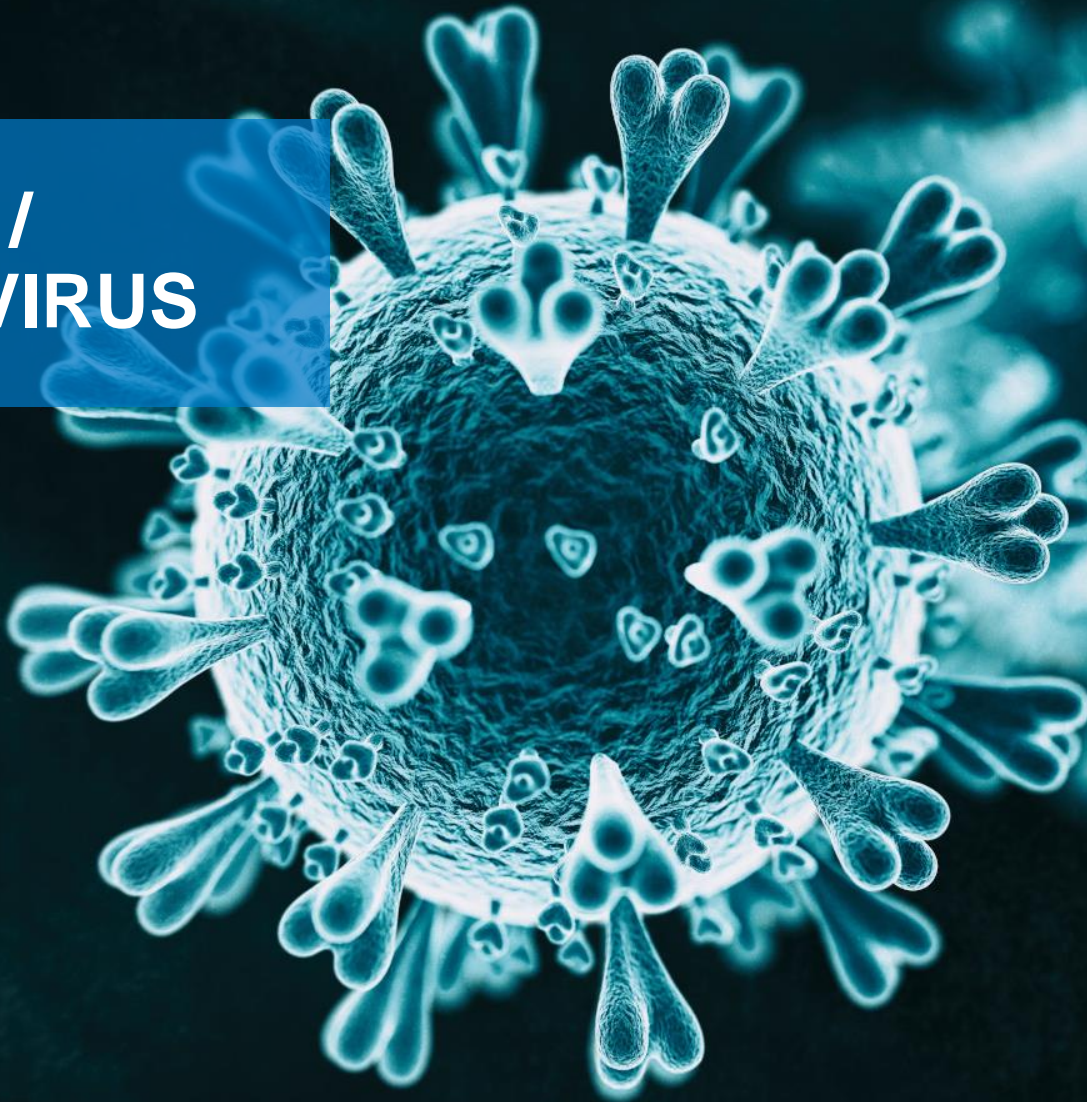
GENERAL HAND WASHING GUIDELINE

- Using approved antibacterial soap and warm water (38 °C) vigorously for at least twenty seconds.
- Hand washing is imperative after toileting, but also necessary after touching the face, smoking, handling chemicals, cleaning, sweeping, emptying refuse containers, handling raw or cooked food, and between changing gloves.
- Stop and wash hands every 20 minutes

ASSOCIATES

- Associate(s) who feel sick or experience COVID-19 type symptoms must be sent home immediately and urged to seek medical care immediately.
- The ill associates' workstation must be disinfected and all who were in contact with the individual must be monitored for COVID-19 type symptoms.
- Should there be a confirmation of COVID-19, a deep clean of the areas associated to the individual should be performed aligned to norovirus outbreak cleaning protocols a third-party remediation company should be considered.
- Please note that additional cleaning and disinfection measures maybe required for properties returning from hotels.
- This guide is also available for third party cleaning companies and Franchise Owners.

COVID-19 / CORONAVIRUS



WHAT IS THE CORONA VIRUS?

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 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 spread 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
- CDC - www.cdc.gov/coronavirus/index.html
- EPA - content.govdelivery.com/accounts/USAEPAPPT/bulletins/278c716
- WHO Myth Busters - www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters
- ECOLAB – 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



EMPLOYEE SAFETY

RE-OPEN PREPARATION

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. Tell the doctor where you have traveled.



Printable wall chart

RE-OPEN PREPARATION

How to protect the others:

> Reduce the risk of transmission



Clean and disinfect.



Stay home while you are sick.



Avoid close contact.

2 M distance in public or as required by local health authorities (Food & Beverages).



Wash your hands.



Cover your mouth and nose.

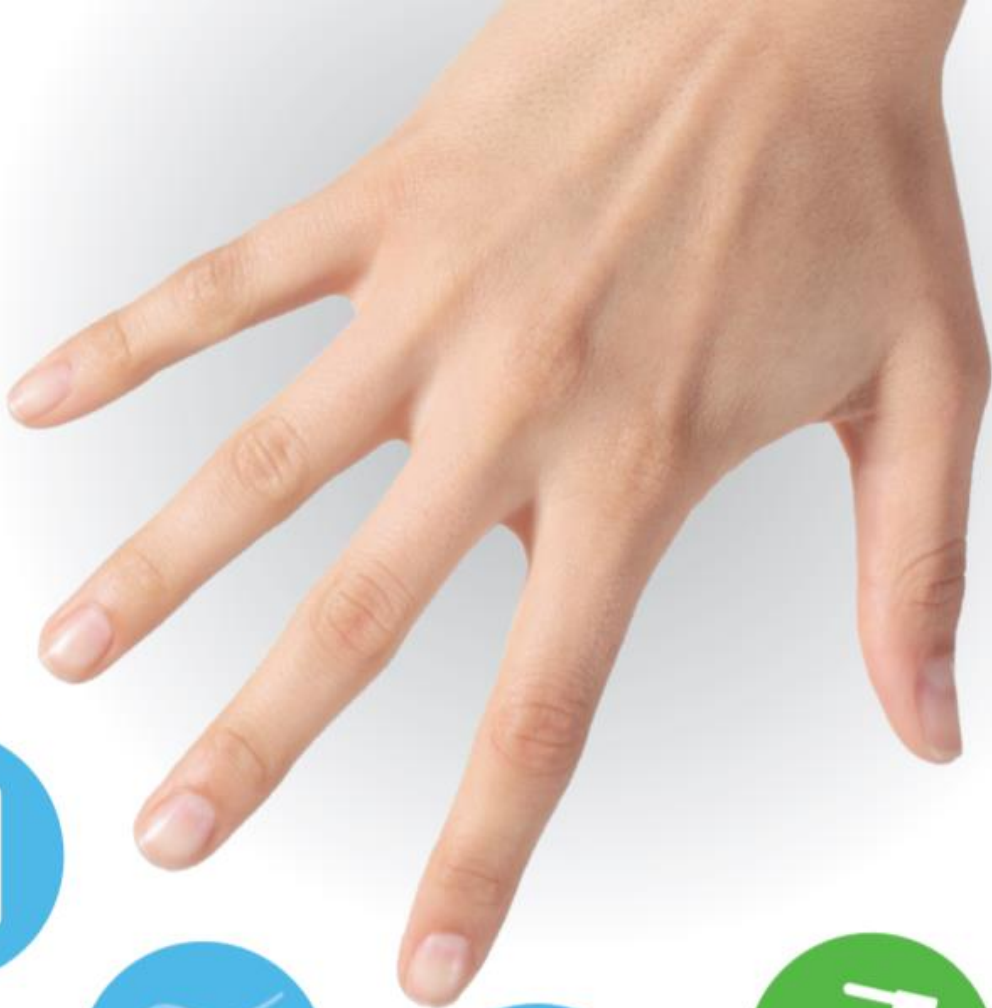
Sneeze/cough into elbow rather than hands. If needed use disposable tissue and dispose immediately after use.



Follow the local medical advice in relation to self quarantining or contacting a medical professional.



[Printable wall chart](#)



DID YOU KNOW?



The average
person touches
300 in **30**
surfaces minutes.



Printable wall chart

EMPLOYEE SAFETY

Hand Hygiene



When should I wash my hands?

- After coughing or sneezing
- When caring patients
- Before, during and after preparing food
- Before meal
- After toilet
- When hands are dirty
- After handling animals
- Before and after cleaning and disinfection
- After contact with public surfaces in the hotel
- After removing the mask



Management

- Provides easy-to-use antibacterial hand disinfectant and hand disinfectant dispenser
- Ensures adequate hand disinfectant and antibacterial soap products can be replaced



Printable wall chart

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.



Printable wall chart

PRINTABLE WALL CHARTS



ALWAYS WEAR CORRECT PROFESSIONAL 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 glasses when handling concentrates - **if required** (e.g. exchange of empty containers in the dosing unit, contaminated surfaces)

**Always comply with country-specific local legislation / legal requirements.
This guidance applies only for associates which are undertaking cleaning duties.**

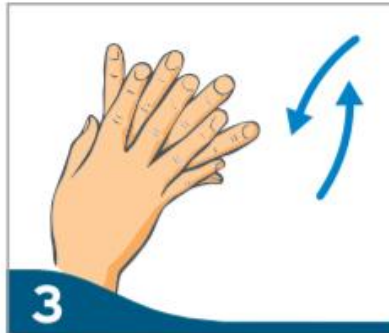
HAND WASH TECHNIQUE



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.



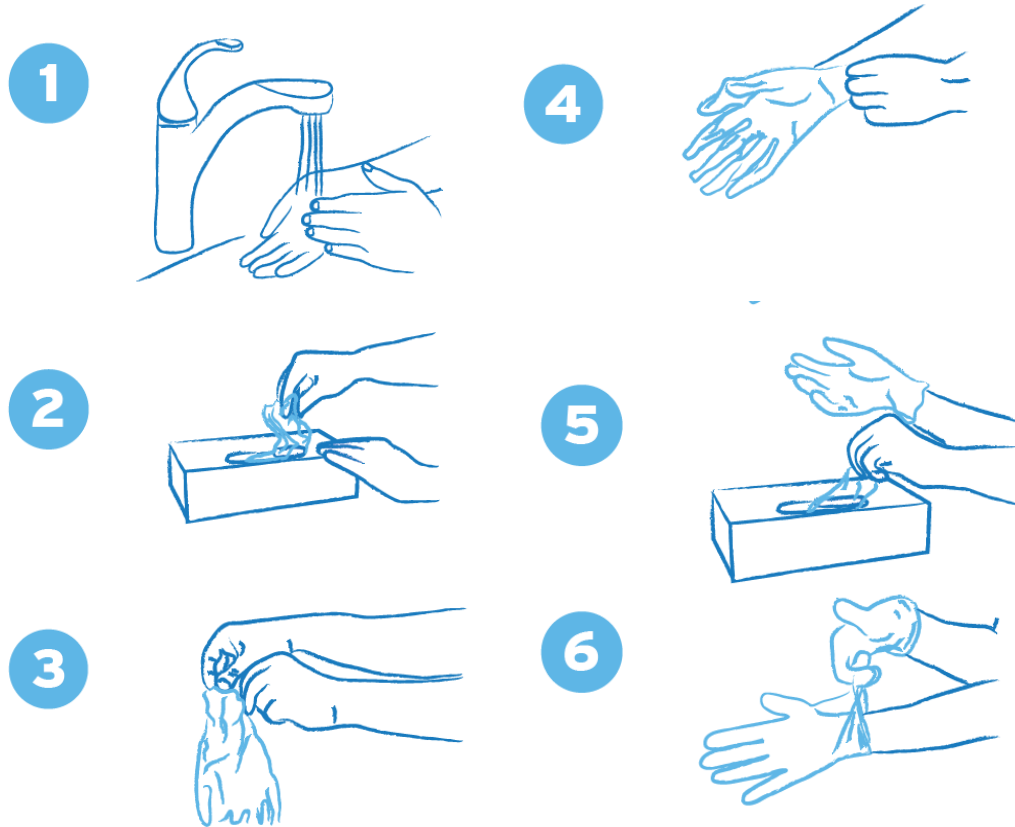
Press fingers into palm of each hand and rotate.



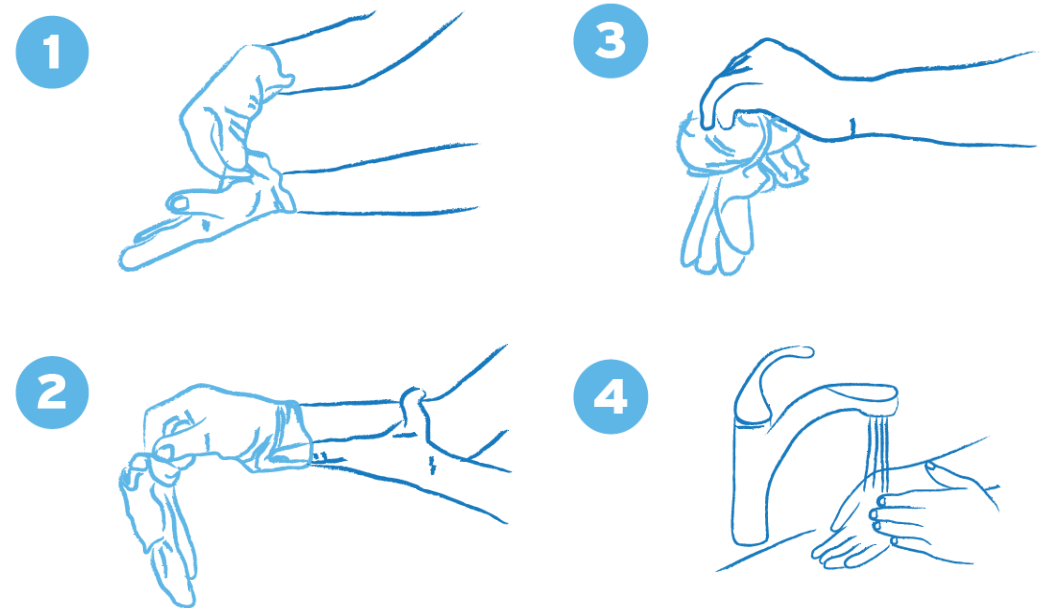
Once dry, your hands are safe.

PROPER GLOVING

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



How to **REMOVE** non-sterile gloves



RE-OPEN PREPARATION



RE-OPEN PREPARATION

Inventory checklist

Personal Safety inventory checklist

Personal protective equipment (PPE):

- Masks (where required) ☐
- Disposable gloves ☐
- Shoe cover ☐
- Protective clothing ☐

Hand hygiene:

- Hand soap ☐
- Disposable hand sanitizer ☐

Others:

- Body temperature detection equipment ☐

Environmental Safety inventory checklist

Cleaning & disinfection products:

- Disinfection products for general surface ☐
- Food contact surface disinfection products ☐
- Cleaning and disinfection tools ☐
- Closable trash cans ☐
- Rope wearing garbage bag ☐
- Hand disinfection stations ☐

For a list of products please click here: 

Always comply with country specific / legal requirements.

RE-OPEN PREPARATION

The Importance of Disinfection

➤ In order to effectively combat coronavirus, make sure you only use registered disinfection products.



Good News

Coronavirus is a small-enveloped virus. Enveloped viruses are the least resistant to disinfection, which means **disinfectants can be used to effectively kill coronavirus on surfaces.**



HIGH TOUCHING - POINTS



PUBLIC AREA

- Door handles, push plates & handrails
- Telephones & dial pads
- Table chairs/ armrests & stools
- Coffee & beverage stations
- Payment / Vending machines & Ice machines
- Grab & Go / Retail Areas
- Trash can flips
- Touch Screens
- Elevators
- Counter/ desk (Bar, Reception, Business Center, Hospitality desk, Valet desk etc.)
- Water fountains



RESTROOMS

- Door handles, push plates & handrails
- Faucets & toilet handles
- Dispenser handles & push plates
- Baby changing tables
- Trash can flips



GUEST ROOMS

- Door and window handles & locks
- Tables, chairs & lamps
- Drawer and curtain handles
- Switches & controls
- Telephones
- Mini bars
- Collaterals
- Glass, Chinaware & cutlery
- Trash can flips
- Irons & Iron boards, cloth racks & luggage racks
- Safe deposit box
- Faucets, shower & toilet handles
- Residential amenity dispenser

HIGH TOUCHING - POINTS



FOOD & BEVERAGE / KITCHEN

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



GOLF, SPA & FITNESS

- Door handles, push plates & Handrails
- Telephones
- Tables, chairs/armrests & stools
- Beverage stations
- Payment /Vending machines & Ice machines
- Retail Areas
- Trash can flips
- Counter & Desks
- Sauna & Wet Areas
- Fitness Equipment
- Golf Clubs & buggies
- Lockers & Washrooms



BACK OF HOUSE

- Door handles, push plates & handrails
- Door knobs & operating pushers for all equipment
- Elevator Landing
- Corridors
- Offices
- Storage areas
- Light switches and controls
- Loading Bay & Garbage Room
- Staff facilities & Staff Housing

RE-OPEN PREPARATION

Water Considerations

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.

Fountains: If decorative fountains or water features were turned off for an extended period, it may be necessary to chemically shock the system prior to activating. Care should be taken to avoid the possibility of anyone inhaling mist or vapor from such systems until the water treatment for this equipment is within normal operating limits and stabilized.

Comply with Local Legislation & Marriott Standard 2.10

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 needed.

ROOMS OPERATIONS



ROOM OPERATIONS AREAS

Detailed Cleaning Instructions Per Area

PUBLIC AREAS:

- ▲ General Instructions
- ▲ Entrance & Lobby
- ▲ Corridor
- ▲ Elevator
- ▲ Transportation
- ▲ Printable Wall Charts

PUBLIC RESTROOMS:

- ▲ General Instructions
- ▲ Mirrors & Glass Surfaces
- ▲ Partition & Walls
- ▲ Hard Surfaces (e. g. Counter & Sink)
- ▲ Floor
- ▲ Toilets & Urinals

GUEST ROOMS

- ▲ General Instructions
- ▲ Evaluate & Prepare
- ▲ Dust Cleaning
- ▲ Guestroom bedding
- ▲ Clean Guest Bathroom
- ▲ HVAC Inspection

PUBLIC AREAS

General instructions

Product suggestion

What products do you need?

- Cleaner Disinfectants
- Multi-Purpose Cleaner
- Floor Cleaner

What tools do you need?

Disposable clothes, macrofibre cloth blue, refill spray bottle, foam spray head, bucket, wet floor warning sign

Required equipment:

Disinfectant Gel dispenser in Entrance Areas

Post COVID-19 Hotel Operations Instructions:

Increase cleaning/disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

➤ High-touching Objects

- ☐ Door Handles / knobs, push plates & Handrails
- ☐ Glass and other surfaces
- ☐ Elevator buttons (inside and out)
- ☐ Computer / POS Screens & Printers
- ☐ Staircase, escalator and stairwell railings
- ☐ Reception Desk, Bell/Valet stand & Concierge Counters
- ☐ Tables, chairs / armrests & stools
- ☐ Public Ice machines on guest corridors

For product information please click here:



PUBLIC AREAS

Entrance & Lobby



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. ☐
- Wipe and clean glass surfaces and windows if required. ☐
- Clean counters. ☐
- Clean Computer / POS screens and printer. ☐
- Clean all public phones and touch screens. ☐
- Check and refill any hand disinfectant dispensers if needed. ☐
- Tables, chairs / armrests & stools ☐
- Clean Luggage Trolleys ☐
- Clean Charging station for E-Cars (when applicable) ☐

PUBLIC AREAS

Corridor



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 (spot clean walls, light switches and door handles, etc.). ☐
- Clean glass and windows (large and small surface areas). ☐
- Check and refill any hand disinfectant dispensers if needed. ☐
- Sweep carpets and hard floors if needed. ☐
- Clean Public Phones. ☐
- Public Ice machines on guest corridors. ☐
- Public Guest Laundry Facility Area (e.g. Ironing Room). ☐
- Clean Fire Life Safety equipment on regular basis. ☐

PUBLIC AREAS

Elevator



Checklist:

*Refer to product labels for complete directions for use.

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



Cleaning and disinfection recommendations

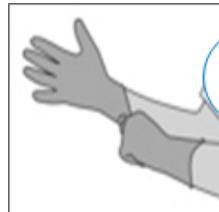
The most common way of spreading the coronavirus is through droplets by coughing, sneezing and talking. Nevertheless disinfecting surfaces such as furniture and handles is an important part of an effective infection control program. Regular public contact surfaces should be cleaned and disinfected frequently.

PRINTABLE WALL CHARTS



PUBLIC AREAS

Hard Surfaces



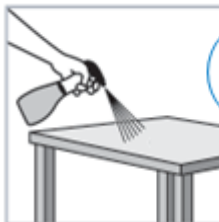
1

Wear protective gloves.



2

Pre-clean visibly soiled areas to be disinfected.



3

Apply product to high-touch surfaces such as doorknobs, light switches, faucets, counter tops, tables, chair armrests, etc.



4

Allow the surfaces to remain wet for the time specified on the product label.



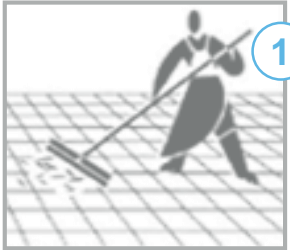
5

Wipe the surfaces or allow to air dry.

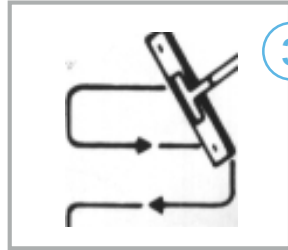
Post COVID-19 Hotel Operations Instructions:
Increase cleaning/disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant

PUBLIC AREAS

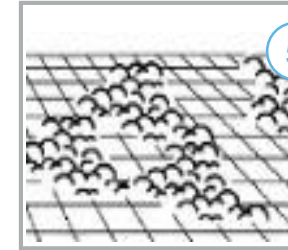
Daily Floor Cleaning



1 Pre-clean area to remove heavy/loose soil, particularly under appliances. Place warning signs at entry.



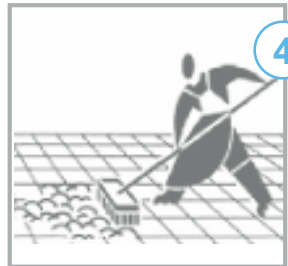
3 Using a mop apply solution to floor. Mop using figure of 8 motion.



5 Pick up dirt/grease with mop.



2 Fill bucket with cold water and **Floor Cleaner** as indicated on product label.



4 For heavy soiling leave to soak and/or use deck brush.

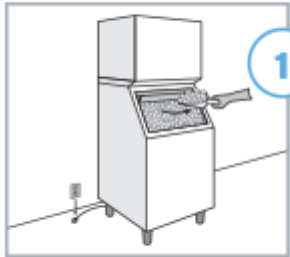


6 Mop dry or squeegee to drain and allow to air dry.

Post COVID-19 Hotel Operations Instructions:
Increase cleaning/disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant

PUBLIC AREAS

Ice Machines



1 Unplug the machine. Remove and discard all ice.



2 Clean the inside of the unit with **Manual Detergent**. Allow solution to sit on surface as specified by the product label. Give special attention to the floor of the bin, corners, doors, gaskets, hinges, door gaskets and latches. Scrub built-up deposits with nylon brush or scraper.



3 Wipe with a clean towel, then rinse well with clean water.



Cleaning Process

4 Use solution of **Multi-Purpose Cleaner** to clean exterior.



Disinfection Process

5 Spray interior surfaces and exterior of tray and door with **Disinfection Solution** and allow to sit for time specified by the product label. Allow to dry. Do not rinse. Plug in machine. Fill machine with fresh, new ice.

Note:

These procedures are only for the ice bins. For procedure to clean the ice maker, please refer to instructions in the OEM manual

PUBLIC AREAS

Trashing



1

Wear protective gloves. Line trash cart with the appropriate size trash bag.



3

Empty trash can and wipe outside with Disinfectant Cleaner,



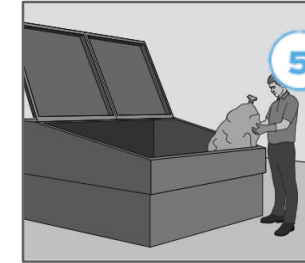
2

Pick up debris. Keep trash cart near, making sure not to block aisles or hallways.



4

Replace liner if there is food or liquid.



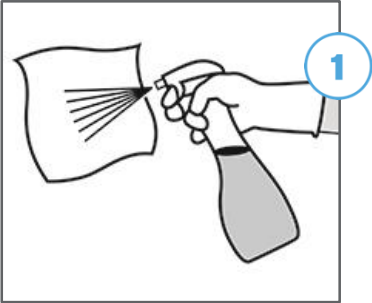
5

Empty trash cart in main dumpster area.

Post COVID-19 Hotel Operations Instructions:
Increase cleaning/disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant

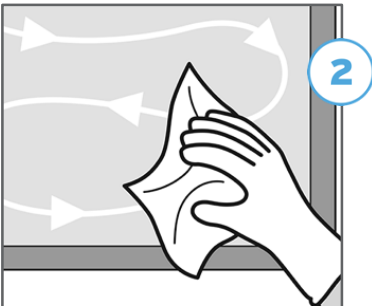
PUBLIC AREAS

Mirrors & Glasses



Spray **Glass Cleaner** onto a clean cloth. DO NOT spray cleaning solution directly onto mirror.

NOTE: To minimize streaking, do not use cloths treated with fabric softener.



Beginning at top, wipe surface by moving cloth from left to right and flipping as necessary until surface is dry and streak-free.

Post COVID-19 Hotel Operations Instructions:
Increase cleaning/disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant

PUBLIC AREAS

Large Glass Surfaces



1

Dip window scrubber into **Glass Cleaner** and apply to window.



2

Scrub surface from top to bottom until surface is covered with cleaning solution.



3

Beginning at top, remove cleaning solution by dragging squeegee across window moving left to right until window is dry and streak-free.



4

Collect solution at bottom with cleaning cloth.



5

To spot clean trim, spray cleaning solution onto clean cloth and wipe dry.

Post COVID-19 Hotel Operations Instructions:
Increase cleaning/disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant

RESTROOMS



RESTROOMS

General instructions

Product suggestion

What products do you need?

- Cleaner Disinfectants
- Glass Cleaner
- Stainless Steel Cleaner
- Floor cleaner
- Bathroom Cleaner
- Toilet Bowl Cleaner

What tools do you need?

Disposable clothes, macrofibre cloth (green, red, yellow), refill spray bottle, mop & mop bucket, wet floor sign

Post COVID-19 Hotel Operations Instructions:

Increase cleaning/disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

➤ High-touching Objects

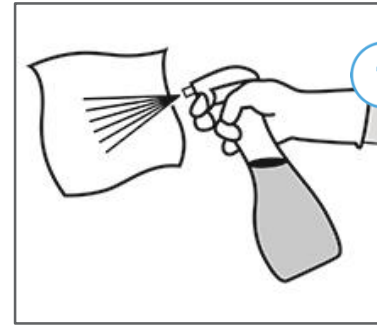
- ☐ Entrance door handles / knobs, push plates & Handrails
- ☐ Dispenser handle
- ☐ Sink faucets & handles
- ☐ Soap dispenser push plate
- ☐ Hand-dryer(s) if applicable
- ☐ Stall door locks and toilet handles
- ☐ Trash receptacle touch points
- ☐ Surfaces of toilets & urinals
- ☐ All feminine products depositories
- ☐ Baby changing station – handles, surfaces (inside & outside)
- ☐ Emergency switch in Accessible bathrooms

For product information please click here:



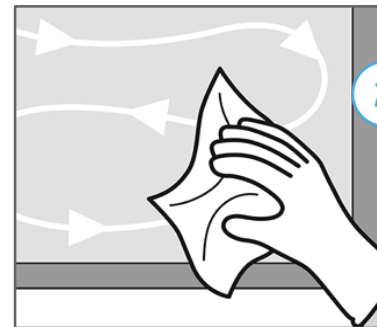
RESTROOMS

Mirrors and glass surfaces



Spray **Glass Cleaner** onto a clean cloth. DO NOT spray cleaning solution directly onto mirror.

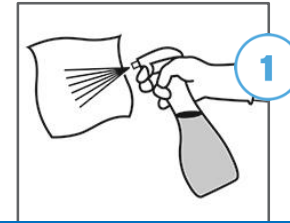
NOTE: To minimize streaking, do not use cloths treated with fabric softener.



Beginning at top, wipe surface by moving cloth from left to right and flipping as necessary until surface is dry and streak-free.

RESTROOMS

Partitions & Walls



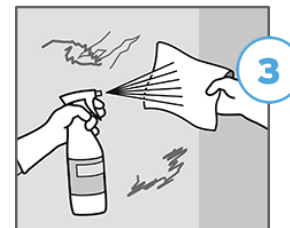
Cleaning Process

Spray **Multi-Purpose Cleaner** on cleaning cloth and wipe stall partitions, doors and bathroom walls (from the floor to an average arm reach height – 61 cm“).Allow proper time per product label.



Disinfection Process

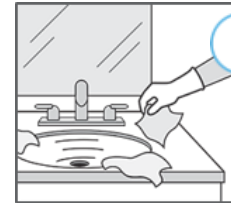
Spot clean high-tough surfaces. Respray **Disinfectant Solution** onto cloth and turn as needed. Let it sit for time specified on product label.



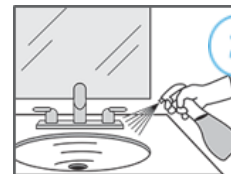
Check for and remove graffiti with cloth. Report areas that need paint or repair to your supervisor.

RESTROOMS

Hard Surfaces (Counter & Sink)

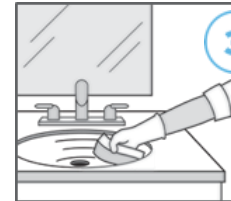


1 Wear protective gloves. Pick up debris around sink.

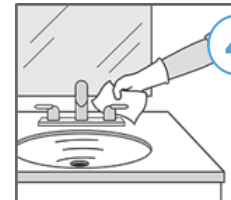


2 Spray sinks, counter tops – including faucets, handles, soap dispensers, paper towel dispenser and baby changing station with **Bathroom Cleaner**.

Cleaning Process



3 Scrub surfaces with a non-abrasive sanitary sponge or color-coded microfiber cloth (yellow).

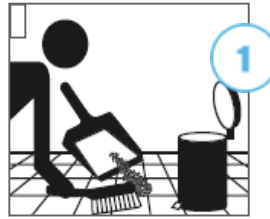


4 To disinfect, spray surfaces with **Disinfectant Solution** as specified by the product label and let it sit for time specified on product label. Make certain to include all high-touch surfaces, such as faucet handles.

Disinfection Process

RESTROOMS

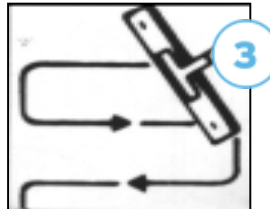
Floor (Quarry/Terrazzo/Vinyl)



1 Place warning signs at entrances.
Pre-clean area to remove heavy/loose soil,
particularly under appliances



2 Dip mop into cleaning solution and wring out
well so mop does not drip.



3 Mop in "figure 8" pattern with overlaps.
Continue mopping until entire floor is clean.



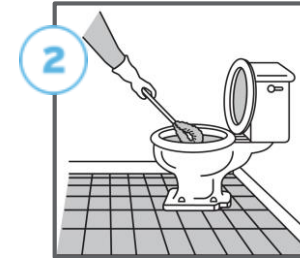
4 Remove excess water. Empty dirty cleaning
solution into mop sink. Wipe dry with mop.

RESTROOMS

Toilets & Urinals



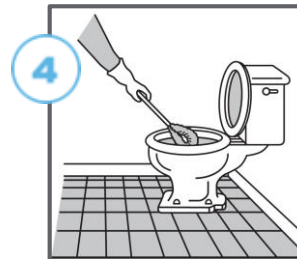
Flush toilet



Reduce water level by pushing water repeatedly with brush



Apply **Bowl Cleaner** under rim, around toilet bowl and under water line.



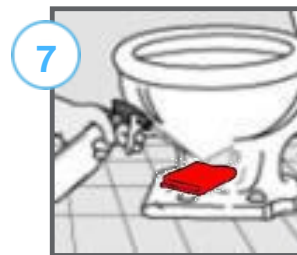
Use toilet brush to ensure all surfaces are covered and to remove dirt.



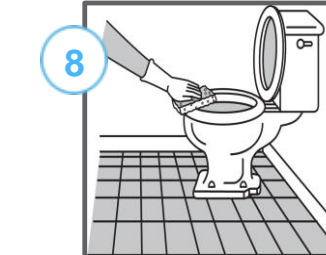
Wait 5 minutes before proceeding.



Flush toilet before leaving room.



Foam **Bathroom Cleaner** onto microfiber cloth (red).



Working towards the seat, clean external surfaces with cleaner disinfectant.



Rinse and allow to air dry.

GUEST ROOMS



GUEST ROOMS

General instructions

Product suggestion

What products do you need?

- Cleaner Disinfectants
- Floor Cleaner
- Room Refresher
- Glass Cleaner

What tools do you need?

Disposable clothes, macrofibre cloth (green, red, yellow), refill spray bottle, mop & mop bucket, wet floor sign

Required equipment:

Disinfectant Gel to be available on each HSK trolley for Attendants

Post COVID-19 Hotel Operations Instructions:
Reinforce standard Housekeeping cleaning protocols.
Disinfect all surfaces potentially touched by guests.

High-touching Objects

- ☐ Door Handles / knobs & push plates
- ☐ Glass and other surfaces
- ☐ Telephones
- ☐ TV remote control
- ☐ Light Switches
- ☐ Chair and armrests
- ☐ Thermostat or AC controls
- ☐ Dresser handles, inside drawers, hangers, luggage rack
- ☐ Ironing board & iron
- ☐ Coffee makers, microwave, refrigerator
- ☐ Glass & chinaware
- ☐ Minibar equipment and cutlery
- ☐ Pens & Collateral
- ☐ Floors & carpets
- ☐ Wand or pull chords for sheers & drapes
- ☐ Safe deposit box
- ☐ Hairdryer

For product information please click here:



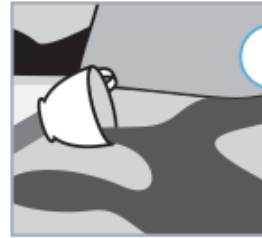
GUEST ROOMS

Evaluate & Prepare



Note:

Never spray chemicals directly onto live electrical items



1

Look for any spills or stains on the carpet.



2

Check for damaged furniture (lamps, curtains, chairs, etc.).



3

Take notice of any unusual odors. Identify odor source and remove if possible (smoke, food, trash, pet messes, body odors, etc.).



4

Remove all dishes and glassware to be washed outside of room.



5

Pick up and remove trash/debris from room.



6

Remove towels as needed.

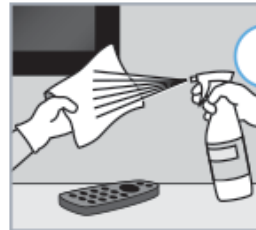
GUEST ROOMS

Dust Cleaning



Note:

Never spray chemicals directly onto live electrical items



1 Spray **Multi-Purpose Cleaner** onto cloth. Wipe down all high-touch points (TV, remote control, light switches, door handles, trash can, etc.). Reapply product to cloth as needed.



2 Vacuum carpet.



For hard-surface floors, remove dry soil using a broom. Spray **Floor Cleaner** onto flat mop pad. Mop floor beginning at the back of the room, working toward the door. Use sticky roller on floor to remove hair and fine particles.



3 Finish room by spraying **Room Refreshers** on soft surfaces, including carpet and curtains. Start at the back of the room and work toward the door.

GUEST ROOMS

Guest Room: Bedding



Note:
Remove all bed linen even from beds not used.



Remove bed linens to be replaced.



Inspect mattress for bed bugs.



To avoid soiling linens, dust surfaces above the bed using **Multi-Purpose Cleaner** before replacing bed linens.



Make bed with fresh linens. Use sticky roller on bed to remove hair and fine particles.

GUEST ROOMS

Clean guest bathroom



Note:
Never spray chemicals directly onto live electrical items
Remove terry from bathroom which look unused.



Apply **Bathroom Cleaner** as needed. Scrub complete interior surface of shower/tub. Rinse and dry surface completely.



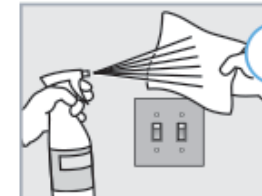
Spray **Glass Cleaner** onto cloth. Wipe mirrors top to bottom until there are no streaks.



Wipe down vanity and sink with Bathroom Cleaner.



Wipe down toilet. Use toilet brush to scrub bowl.



Disinfection Process

Apply **Disinfecting Solution** with a well wrung cloth to all high touch points including fixtures and light switches.



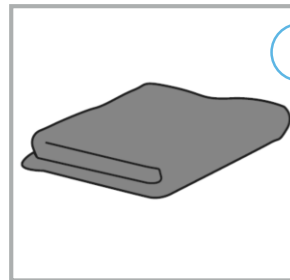
Replace bath towels. Spray floor with **Floor Cleaner**. Wipe thoroughly.

GUEST ROOMS

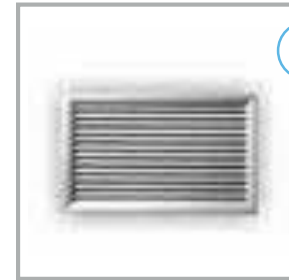
HVAC Inspection



Vacuum air vent.



Spray **Glass Cleaner** on cloth.



Wipe air vent with cloth and allow to dry

Post COVID-19 Hotel Operations Instructions:

Change filter if dirty or if room was occupied by positive cases of COVID-19
Disinfect entire FCU if room/area was occupied by positive cases of COVID-19

FITNESS, SPA & GOLF



FITNESS, SPA & GOLF

Fitness Center & Sauna



Post COVID-19 Hotel Operations Instructions:
Fitness Centre equipment must be wiped down every 2 hours daily and after every use with the approved local disinfectant.

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 of the trash cans. ☐
- Wipe and clean high touch point surfaces and other hard surfaces as needed (gym equipment & machines, door handles & push plates, light switches, remote control, drinking fountain, dispensers, wooden benches & wall). ☐
- Disinfect floor mats. ☐
- Disinfect tools & equipment after each use. ☐
- Remove amenities (fruits, reading material etc.). ☐
- Clean glass surfaces (mirrors). ☐
- Sweep carpets and hard floors if needed. ☐

FITNESS, SPA & GOLF

Pool & Spa



Post COVID-19 Hotel Operations Instructions:
Pool and Spa must be wiped down every 2 hours daily with the approved local disinfectant.

Checklist:

*Refer to product labels for complete directions for use.

- Place work area sign. ☐
- Pick up debris from floor. ☐
- Empty trash cans and replace trash can liners if needed. Wipe the outside of the trash cans. ☐
- Wipe and clean high touch point surfaces and other hard surfaces and **disinfect as needed** (door handles, push plates, thresholds and hand railings, tables and chairs, trash can). ☐
- Floor cleaning. ☐
- 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.



FITNESS, SPA & GOLF

Kids Club / Playground



Mandate disinfecting at least every 24hrs.

Please comply with government regulations for opening / operations.

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 of the trash cans. ☐
- Wipe and clean high touch point surfaces and other hard surfaces and disinfect as needed. ☐
- Clean glass and windows (large and small surface areas). ☐
- Check and refill any hand disinfectant dispensers if needed. ☐
- Sweep carpets and hard floors if needed. ☐

* **Food Contact Surfaces:** Mixed use tables, highchair/booster seat, food prep. surfaces, eating utensils, plastic mouthed toys, pacifiers

Non-Food Contact Surfaces: Doorknobs and cabinet handles, light switches, drinking fountains, computer keyboards, changing tables, potty chairs, chairs, restrooms, diaper pails, floors

PRINTABLE WALL CHARTS



FITNESS, SPA & GOLF

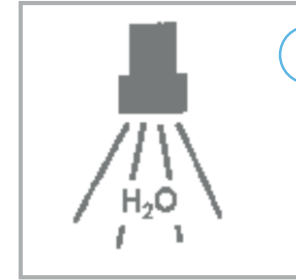
Fitness Centre



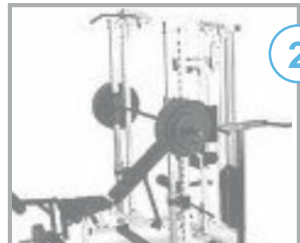
- 1 Prepare **Disinfectant Solution** according to product label.



- 3 Allow it to sit for time specified on product label.



- 5 Rinse with damp cloth where necessary and allow to dry.



- 2 Apply **Disinfectant Solution** using a foaming trigger to all areas to be cleaned.



- 4 Wipe all areas to ensure effective disinfection.

Disinfection Process

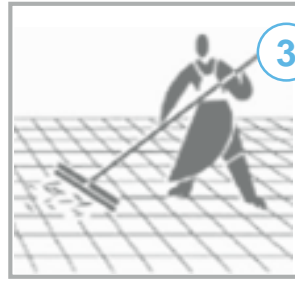
Post COVID-19 Hotel Operations Instructions:
Fitness Centre equipment must be wiped down every 2 hours daily and after every use with the approved local disinfectant.

FITNESS, SPA & GOLF

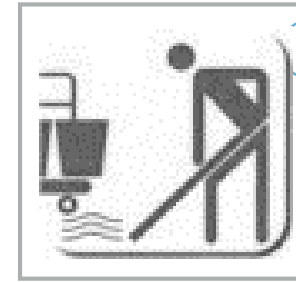
Pool Side



- 1 Place warning sign at the entrance.



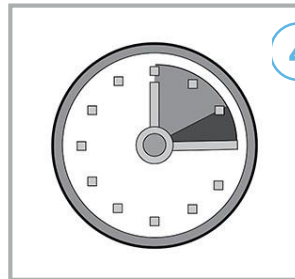
- 3 Apply cleaning solution to the floor ensuring no product enters the pool.



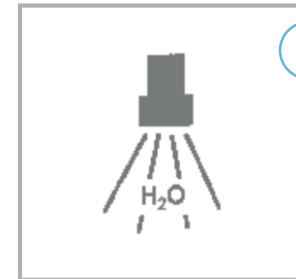
- 5 Remove detergent with a wet vacuum.



- 2 Using correct dispenser, fill bucket with water and add **Floor Cleaner**.



- 4 Allow 5 minutes contact time and scrub with floor machine fitted with a soft brush.



- 6 Rinse with clean water and dry with wet vacuum.

Post COVID-19 Hotel Operations Instructions:
Increase cleaning/disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant

FITNESS, SPA & GOLF


Sauna Floor Cleaning

Place warning signs at entrances. If possible, open windows



1

Pre-clean area to remove heavy/loose soil, particularly under appliances



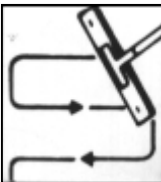
2

Fill bucket with hot water and product



3

Using a mop apply solution to floor. Mop using figure of 8 motion



4

For heavy soiling leave to soak and/or use deck brush



5

Pick up dirt/grease with mop



6

Rinse thoroughly with fresh water – do not flood



7

Mop dry or squeegee to drain and allow to air dry



8

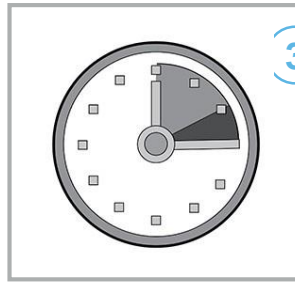
Post COVID-19 Hotel Operations Instructions:
Sauna equipment must be wiped down every 2 Hours daily with the approved local disinfectant.

FITNESS, SPA & GOLF

Sauna Wooden benches Walls



1 Allow sauna to cool down and remove all towels.



3 Allow product to sit for time specified on product label.

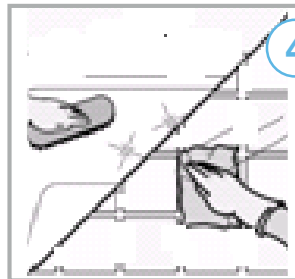


5 Rinse all surfaces thoroughly with clean water.



Disinfection Process

2 Rinse off any loose soil and apply **Disinfectant Solution** to surfaces using a foaming trigger.



4 Spend time working on heavily soiled areas.



6 Dry all surfaces with clean cloth.

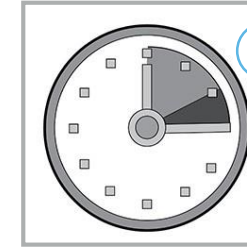
Post COVID-19 Hotel Operations Instructions:
Sauna equipment must be wiped down every 2 Hours daily with the approved local disinfectant.

FITNESS, SPA & GOLF

GOLF: Changing Rooms



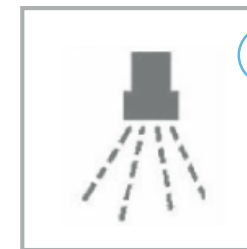
1 Fill refill bottle with **Disinfecting Solution**. Use bottle with foaming trigger



3 Allow product to sit for time specified on product label.



2 Apply **Disinfecting Solution** to all areas to be disinfected.



4 Rinse and allow to air dry.

Disinfection Process

Food & Beverage

FOOD & BEVERAGE

Detailed Cleaning Instructions Per Area

F&B FRONT OF HOUSE

- ▲ [Disinfection Guidelines: Non Food Contact Surfaces](#)
- ▲ [General Instructions](#)
- ▲ [Public Dining Area](#)
- ▲ [Lounge](#)
- ▲ [Conference & Meeting Space](#)
- ▲ [Grab & Go Retail](#)
- ▲ [Night Club / Discotheque](#)
- ▲ [Wall Charts](#)

F&B BACK OF HOUSE AREAS

- ▲ [Disinfection Guidelines: Food Contact Surfaces](#)
- ▲ [General Instructions](#)
- ▲ [Food Contact Surfaces](#)
- ▲ [Tableware](#)
- ▲ [Cutlery](#)
- ▲ [Food Processing Equipment](#)
- ▲ [Food Cart](#)
- ▲ [Sink](#)
- ▲ [Cutting Boards](#)
- ▲ [Refrigerators](#)
- ▲ [Warewashing](#)
- ▲ [Ice machines](#)
- ▲ [Mobile Event Equipment](#)

For product information please click here:



Food & Beverage Front of House

DISINFECTION GUIDELINES

Clean and disinfect hard surfaces and high-touch objects such as handrails, doorknobs, elevator buttons etc. with approved disinfectant spray. **Increase frequency as needed.**



① PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected



② CLEANER 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.

Post COVID-19 Hotel Operations Instructions:

Increase cleaning/disinfecting frequency in common areas to at least every **2 hours** with the recommended disinfectant

F&B FRONT OF HOUSE

General Instructions

Product suggestion

What products do you need?

- Multi-Purpose Cleaner
- Cleaner Disinfectants

What tools do you need?

Disposable clothes, macrofibre cloth blue, refill spray bottle, foam spray head, bucket, wet floor sign

Required equipment:

Disinfectant Gel dispenser in Entrance Areas

Post COVID-19 Hotel Operations Instructions:

Increase cleaning / disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

➤ High-Touching Objects

- ☐ Dining tables
- ☐ Menus
- ☐ Salad bar
- ☐ Buffet area
- ☐ Beverage stations
- ☐ Door/drawer handles
- ☐ Push plates
- ☐ Light switches
- ☐ Faucets
- ☐ Cupboards
- ☐ Thresholds and hand railings
- ☐ Menu holders
- ☐ Chairs and booths
- ☐ Trash receptacle touch points

For product information please click here: [!\[\]\(95b425611cbd2b8716a140cf67c81822_img.jpg\)](#)

F&B FRONT OF HOUSE

Public Dining Area



Post COVID-19 Hotel Operations Instructions:

Increase cleaning / disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

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 (menu holders, cupboards etc.). ☐
- Wipe and clean glass surfaces and windows if required. ☐
- Clean counters. ☐
- Clean Computer / POS screens. ☐
- Clean all public touch screens. ☐
- Check and refill any hand disinfectant dispensers if needed. ☐
- Tables, chairs / armrests & stools. ☐

F&B FRONT OF HOUSE

Lounge



Post COVID-19 Hotel Operations Instructions:

Increase cleaning / disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

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. ☐
- Wipe and clean glass surfaces and windows if required. ☐
- Clean counters. ☐
- Clean all public touch screens. ☐
- Check and refill any hand disinfectant dispensers if needed. ☐
- Tables, chairs / armrests & stools. ☐
- Clean Smartphone Charging station. ☐

F&B FRONT OF HOUSE

Conference & Meeting Space



Post COVID-19 Hotel Operations Instructions:

Increase cleaning / disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

Checklist:

*Refer to product labels for complete directions for use.

- Dust file cabinets and bookshelf if needed. ☐
- Remove large debris from hard surfaces and wipes. ☐
- Disinfect all high touchpoints surfaces (including tables, chair armrests, phones, door handles etc.,) if needed. ☐
- Empty trash cans and replace liners. ☐
- Clean the outside of trash can. ☐
- Spot sweep carpets or hard floor surfaces to remove large debris. ☐

F&B FRONT OF HOUSE

Grab & Go Retail



Post COVID-19 Hotel Operations Instructions:

Increase cleaning / disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

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 (door handles, knobs etc.) ☐
- Wipe and clean glass surfaces. ☐
- Clean counters. ☐
- Clean all public touch screens. ☐

PRINTABLE WALL CHARTS



F&B FRONT OF HOUSE

Table surface



Post COVID-19 Hotel Operations Instructions:

Restaurant furniture to be sanitized after every meal period; tables to be sanitized before turning the table



1

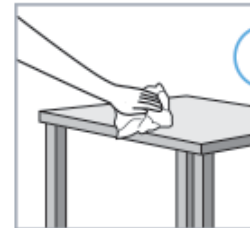
After customers leave, clear tabletops and counters of all dishware, food debris and other items.



2

Clean entire surface, bottom/underneath side of all tables at least 15-20 cm from the edge of tabletop/counter using **Multi-Purpose Cleaner**. Use with a clean cloth and bucket application (damp, wrung-out cloth), or spray bottle and clean cloth application (spray surface and wipe clean).

Cleaning Process



3

Allow additional product soak time for areas with a high amount of soiling. Rinse with clear water using a clean cloth and allow to air dry. Repeat Steps 2 and 3 for all surfaces in the dining area where food and drinks are served. Be certain to clean all edges of tabletops and counters.



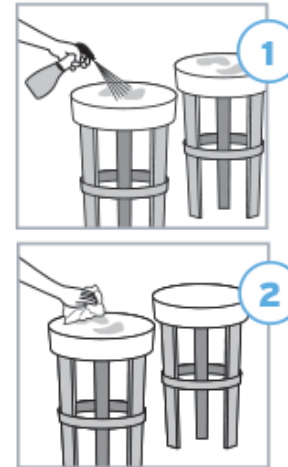
4

Use a **Disinfection Solution** to disinfect entire counter or tabletop surface with either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). Allow to sit on surface for time specified by product label. Allow to air dry before placing items on the tabletop/counter or before returning to use.

Disinfection Process

F&B FRONT OF HOUSE

Seating



Use a **Disinfection Solution** to disinfect chairs, highchairs (top, bottom and armrests) and booths with either a clean cloth and bucket application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). Allow to sit on surface for time specified by product label. Allow to air dry before returning to use.

Note:

- ▲ Tables and furniture to be disinfect every 20 minutes and /or after meal period or seating.
- ▲ Tables should be placed 180 cm apart, allowing guest to dine separately.

Note:

Comply with local legislation regarding seating / capacity requirements.

Post COVID-19 Hotel Operations Instructions:

Increase cleaning / disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

F&B FRONT OF HOUSE

Buffets



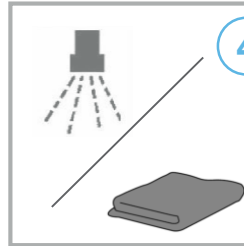
1 Where necessary, unplug item and ensure it is cool and empty.



2 Remove physical debris.



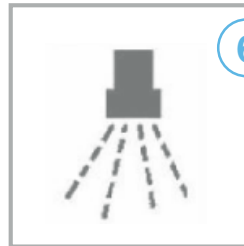
3 Spray **Multi-Purpose Cleaner** over all surfaces and clean with cloth. Pay attention to legs, sides and under shelves.



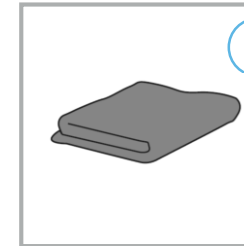
4 Rinse surfaces with clean water and wipe dry.



5 Spray **Disinfection Solution** directly over all surfaces. Allow to sit for time specified on product label.



6 Rinse surfaces with clean water.



7 Wipe area with a clean cloth.

Note:

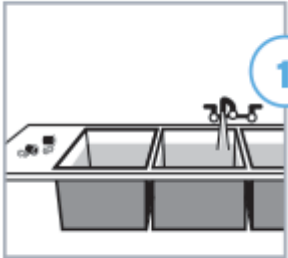
Service utensils must be washed every 20 minutes when used, and daily when not use, unless higher standards are required by local legislation.

Post COVID-19 Hotel Operations Instructions:

Buffet utensils to be washed, rinsed and disinfected after every use and on a regular basis.

F&B FRONT OF HOUSE

Beverage Machines



Remove mixing nozzles, diffusers and cup rest from machine and thoroughly clean and Disinfect using the Dishwasher or Manual cleaning procedures.

NOTE: For Machine Method, use a rack designed for small items.



Cleaning Process

Clean exterior surface (top and sides) and panel bottom (soda splash area) with **All Purpose Cleaner** and wipe with clean cloth.

NOTE: Pour hot water (min. 45 ° C) down drip pan to ensure proper drainage.



Cleaning Process

To Clean Ice Bin (if present): Remove ice from bin. Prepare **Multi-Purpose Cleaner** as specified by the product label. Place solution into the machine. Allow to soak for at least 5 minutes. Drain the solution and rinse with fresh water.



Disinfection Process

Spray exterior food contact surface area with **Disinfection Solution**. Allow to sit per time specified by product label. Allow to air dry. Reinstall nozzles, diffusers and cup rest. Stock ice bin with fresh ice, if applicable.



Disinfection Process

To Disinfect Ice Bin (if present): Repeat Step 2 with **Disinfection Solution** and allow solution to soak per time specified by product label before draining. DO NOT RINSE after this step.

Note:

Please refer to **OPS-FNB-057** for ongoing equipment maintenance and cleaning requirements to be compliant with Marriott International global food safety standards.

F&B FRONT OF HOUSE

Beverage Refrigerator



1 Remove beverages and place in temporary refrigerated storage. Remove shelving, brackets, etc.



2 Wash, rinse and sanitize all removed parts using either the machine or manual method.



3 Wash interior of refrigerator/freezer with solution of **Manual Detergent**. Scrub built-up food deposits with nylon brush or scraper. Rinse well with clean water.



Disinfection Process

4 Spray surface with **Disinfection Solution** and allow to sit for time specified on product label. Allow to air dry.
NOTE: Pour disinfection product per label directions into drain trough to prevent development of mold and odor-producing bacteria.



Cleaning Process

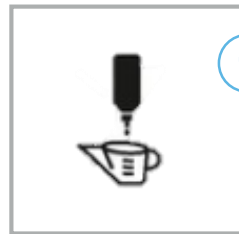
5 Return refrigerator to proper temperature. Use solution of **Multi-Purpose Cleaner** to clean exterior (e.g. door gaskets, surfaces etc.).

Note:

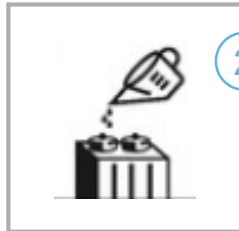
Please refer to **OPS-FNB-057** for ongoing equipment maintenance and cleaning requirements to be compliant with Marriott International global food safety standards.

F&B FRONT OF HOUSE

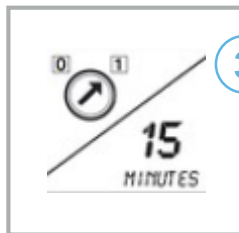
Coffee/Esspresso Maker



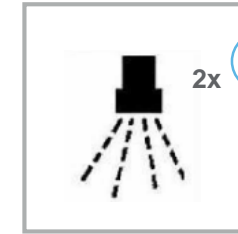
1 Prepare use solution with **Delimer Product** as indicated on product label.



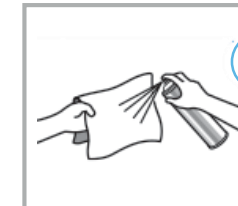
2 Fill the water reservoir with the prepared **Delimer Solution**.



3 Switch on the coffee/tea machine and let it soak for 15 minutes. Then let it drain.



4 Allow the machine to run at least 2 cycles with fresh water.



5 Clean exterior surface (top and sides) and panel bottom (splash area) with **Multi-Purpose Cleaner Solution** and wipe with clean cloth.

Cleaning Process

Remember:

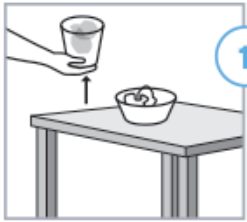
- Hang a **Warning tag** on the valve handle to indicate cleaning is in process and **should not be used!** Ingestion of the cleaning solution is hazardous.
- Connect with the vendor / supplier for specific instructions and cleaning guidance.

Note:

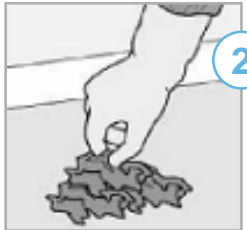
Please refer to **OPS-FNB-057** for ongoing equipment maintenance and cleaning requirements to be compliant with Marriott International global food safety standards.

F&B FRONT OF HOUSE

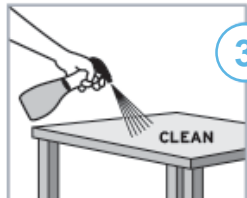
Work Areas (e. g. Bars, Preparation Areas, Host Stand)



Remove all items such as bowls or utensils.

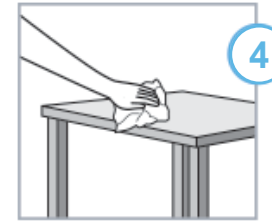


Remove physical debris.



Cleaning Process

Spray **Multi-Purpose Cleaner** over all surfaces, bottom/underneath side of all tables at least 15-20 cm from the edge of tabletop/counter and clean with cloth. Pay attention to legs, sides and under shelves.

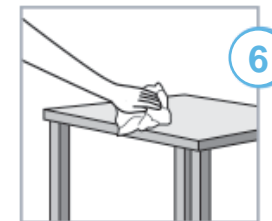


Rinse surfaces with clean water and wipe dry.



Disinfection Process

Spray **Disinfection Solution** directly over all surfaces. Allow to sit on surface for time specified by product label.



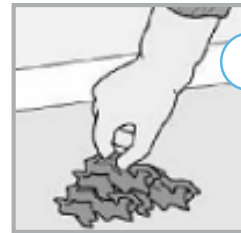
Rinse surfaces with clean water. Wipe area with a clean cloth.

Note:

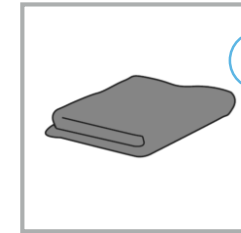
When in use work stations should be disinfected every 20 minutes and cleaned and disinfected after each shift

F&B FRONT OF HOUSE

Tap Systems (e. g. Beer, Wine)



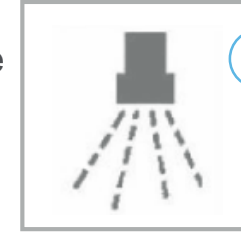
1 Remove any loose debris from around the tap area.



3 Clean around plugs, taps and surrounding areas.



2 Spray **Disinfection Solution** directly on the tap and surroundings. Let it sit for time specified on product label.



4 Rinse with clear water and let it dry on air.

Disinfection Process

Remember:

For **cleaning and disinfection of tap lines**, please refer to instructions in the OEM manual or contact your local brewery

Note:

Please refer to **OPS-FNB-057** for ongoing equipment maintenance and cleaning requirements to be compliant with Marriott International global food safety standards.

Food & Beverage Back of House

DISINFECTION GUIDELINES

Disinfection – Food contact surfaces : Clean and disinfect hard surfaces and high-touch objects with approved cleaner disinfectants. **Increase frequency as needed.**



① PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected



② CLEANER 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.

Post COVID-19 Hotel Operations Instructions:

Increase cleaning/disinfecting frequency in common areas to at least every **2 hours** with the recommended disinfectant

F&B BACK OF HOUSE

General instructions

Product suggestion

What products do you need?

- Cleaner Disinfectants
- Multi-Purpose Cleaner

What tools do you need?

Disposable clothes, macrofibre cloth blue, refill spray bottle, bucket, wet floor sign

Post COVID-19 Hotel Operations Instructions:

Increase cleaning / disinfecting frequency in common areas to at least every 2 hours with the recommended disinfectant.

➤ High-touching Objects

- ☐ Door/drawer handles
- ☐ Equipment door push plates
- ☐ Walk-in refrigerator and freezer plastic curtains
- ☐ Refrigeration drawers and cabinets
- ☐ Light switches
- ☐ Faucets / faucet handles
- ☐ Cupboards
- ☐ Dispenser handles/push plates
- ☐ Towel dispenser handle at handwash sink
- ☐ Trash receptacle touch points
- ☐ Cleaning tools / buckets
- ☐ Counters / tables
- ☐ Food preparation surfaces
- ☐ Sinks
- ☐ Food Processing Equipment (e. g. blenders, cutting boards)
- ☐ Thermometers
- ☐ Carts

For supporting information please click here:



F&B BACK OF HOUSE

Food Contact Surfaces

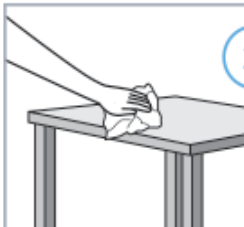


Clear counter area of food debris and other items.



Clean entire surface using **Multi-Purpose Cleaner**. Use with a clean cloth and bucket application (damp, wrung-out cloth), or spray bottle and clean cloth application (spray surface and wipe clean).

Cleaning Process



Allow additional product soak time for areas with a high amount of soiling. Rinse with clear water using a clean cloth and allow to air dry. Repeat Steps 2 and 3 for all surfaces in the dining area where food and drinks are served. Be certain to clean all edges of tabletops and counters.

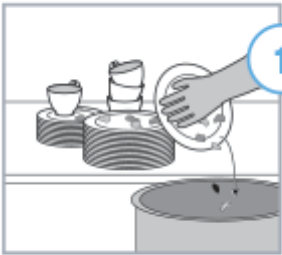


Use a **Disinfection Solution** to disinfect entire counter or tabletop surface with either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). Allow to sit on surface for time specified by product label. Allow to air dry.

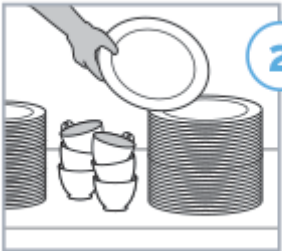
Disinfection Process

F&B BACK OF HOUSE

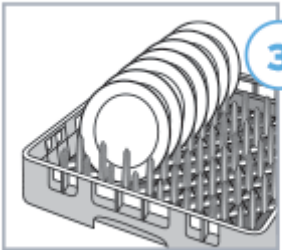
Tableware



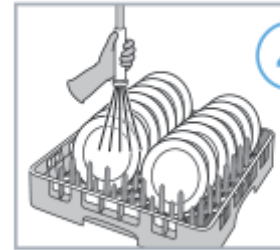
When sorting soiled wares, place flatware in separate bus pan or open rack. Dump liquid from glasses and cups, and place in glass and cup racks. Remove excess food from tableware by hand-scraping into garbage.



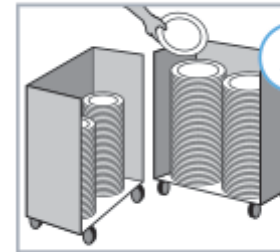
After hand-scraping wares, sort and stack the same type and size of dishes together (Decoy method).



Load the same type and size of dishes into racks. When multiple types or sizes of tableware must be loaded on the same rack, place smaller items in front of larger ones so the dishmachine spray will not be blocked.



Thoroughly spray the loaded rack to remove loosened food. Wash in dishmachine with **Machine Detergent**. Use **Rinse Aid** for spotless wares.



Stack clean dishes in the appropriate dish dolly. Each compartment in the dish dolly should be filled with only one size dish. When dolly is completely loaded, store in assigned area and cover to prevent contamination

F&B BACK OF HOUSE

Cutlery/Flatware



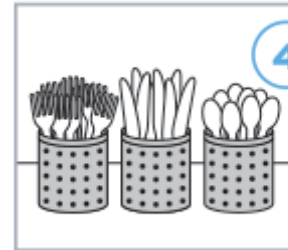
1 Fill presoak tub or bus pan with **Presoak** solution as specified by the product label. NOTE: Change presoak solution when water cools or is dirty.



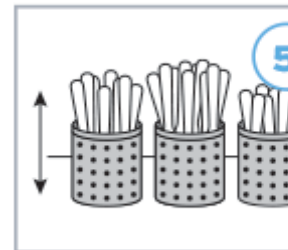
2 Sort dirty flatware and place into presoak solution. Ensure flatware is completely submerged into the solution. Soak for a minimum of 20-30 minutes.



3 Remove flatware and place in a single layer on an open rack. Rinse off excess food soil, and then wash in dishmachine. Do not overload.



4 Sort flatware and transfer from open rack to the baskets. Run through dishmachine wash cycle with handles down.



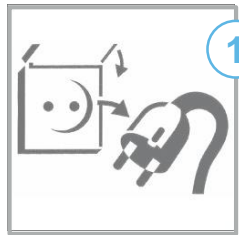
5 Shake off excess water and allow to air dry and cool down. Transfer to empty basket and store flatware with handles up. Do not touch eating ends of flatware.

Note:

Service utensils must be washed every 20 minutes when used, and daily when not in use, unless higher standards are required by local legislation.

F&B BACK OF HOUSE

Food Processing Equipment (e. g. Blender, Slicers)



1 With dry hands disconnect unit from power supply before you start cleaning..



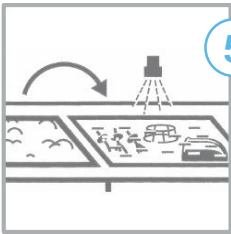
4 Clean all removable parts and rinse, preferably using a dishwasher.



7 Clean, rinse and dry surrounding areas.



2 Disassemble removable parts to be cleaned.



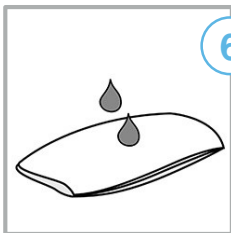
5 Rinse parts with clean water and let them dry on air.



8 Reassemble equipment. With dry hands switch on power supply ready for use.



3 Remove any loose food debris from the equipment.



6 Wet cloth with **Disinfection Solution**. Allow product to sit for time specified by product label.

Note:

Please refer to **OPS-FNB-057** for ongoing equipment maintenance and cleaning requirements to be compliant with Marriott International global food safety standards.

F&B BACK OF HOUSE

Food Cart - Tray Dispenser



Cleaning Process

Spray surfaces with **Multi-Purpose Cleaner**. If soil on surface is greasy, use **Degreaser** as specified by the product label.



Allow cleaning solution to penetrate soils. Use a non-scratch pad to loosen any dried-on food particles.



Wipe surface of food cart/tray dispenser clean with a dry paper towel or clean cloth. Be certain to clean all surfaces including the cart legs.

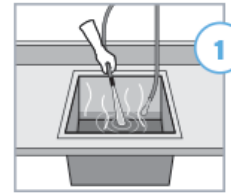


Disinfection Process

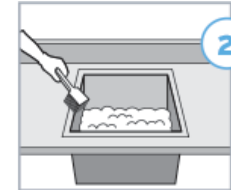
Spray surface with a **Disinfection solution** as specified by the product label and allow to air dry. Do not rinse.

F&B BACK OF HOUSE

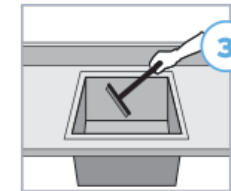
Sink Area



Fill all sinks to low level with hot water and **Manual Detergent**. For sinks with grease buildup and stubborn stains, use **Degreaser**.



Scrub the inside and outside of all sinks, drain table, splash backs, and scrap baskets with a nylon brush and the detergent solution in the sink.



Drain and rinse all sinks. Squeegee water from all flat surfaces. Wipe exterior surfaces with a clean, dry cloth.



To disinfect, spray surfaces with **Disinfection Solution**. Allow to sit for time specified on the product label. Allow to dry on air. Let them dry before washing dishes.

Disinfection Process

F&B BACK OF HOUSE

Cutting Boards/Meat Blocks



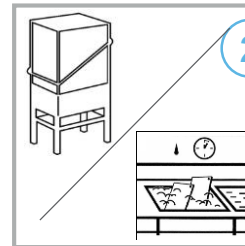
Note:

For in between disinfection, please use Disinfection Solution as per instructions on the label.



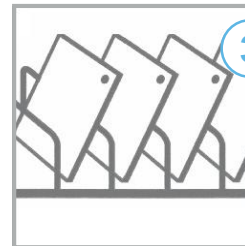
1

Remove excess food and loose soil with a spatula into garbage.



2

Run through dishmachine. If a dishmachine is not available, clean it manually with **Manual Detergent**, rinse off with fresh water and **disinfect**.



3

Store Cutting Boards upright with a gap in between and allow to air dry.

F&B BACK OF HOUSE

Refrigerator/Freezer Reach-in



Remove all food containers and place in temporary refrigerated storage. Remove shelving, brackets, etc.
NOTE: Freezer temperature must be adjusted to above freezing (0° C) before cleaning.



Wash, rinse and sanitize all removed parts using either the machine or manual method.



Wash interior of refrigerator/freezer with solution of **Manual Detergent**. Scrub built-up food deposits with nylon brush or scraper. Rinse well with clean water.



Disinfection Process

Spray surface with **Disinfection Solution** and allow to sit for time specified on product label. Allow to air dry.
NOTE: Pour disinfection product per label directions into drain trough to prevent development of mold and odor-producing bacteria.



Cleaning Process

Return refrigerator/freezer to proper temperature. Use solution of **Multi-Purpose Cleaner** to clean exterior (e.g. door gaskets, surfaces etc.).

Note:

Please refer to **OPS-FNB-057** for ongoing equipment maintenance and cleaning requirements to be compliant with Marriott International global food safety standards.

F&B BACK OF HOUSE

Refrigerator/Freezer Walk-in



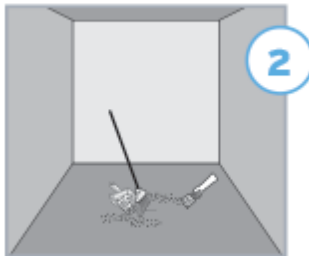
DAILY

Remove all unpacked foods and food packaging from area. Clear floor of all movable equipment including floor mats, plastic door curtains, door gaskets, inside and outside walls, each shelving unit and container, carts to be used for moving and holding food.



Turn off recirculation fan.

NOTE: If using a product other than Freezer Cleaner, all food must be removed and freezer temperature must be adjusted to above freezing 0° C.



Wipe up spills and sweep away any loose soil and debris. Use a scraper or abrasive pad to remove built-up deposits.

Note:

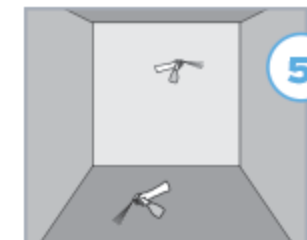
Please refer to **OPS-FNB-057** for ongoing equipment maintenance and cleaning requirements to be compliant with Marriott International global food safety standards.



Put out wet floor sign. Do not dilute. Apply **Freezer Cleaner** directly to freezer/refrigerator floor surface, walls and shelving using a mop, sponge or sprayer. Soak for time specified by the product label depending on the amount of soil and ice present.



Wipe area with mop to loosen and remove soil. Dry mop or squeegee to remove excess liquid and wipe with a dry cloth, if needed, to aid drying. A wet vacuum may also be used. When dry, replace unpacked foods and food packaging and turn on recirculation fan.



Disinfection Process

WEEKLY

After cleaning, disinfect with a **Disinfection Solution** as specified by the product label. Allow to air dry. Do not rinse.

WAREWASHING MACHINE PRE-CHECK

What tools do you need?



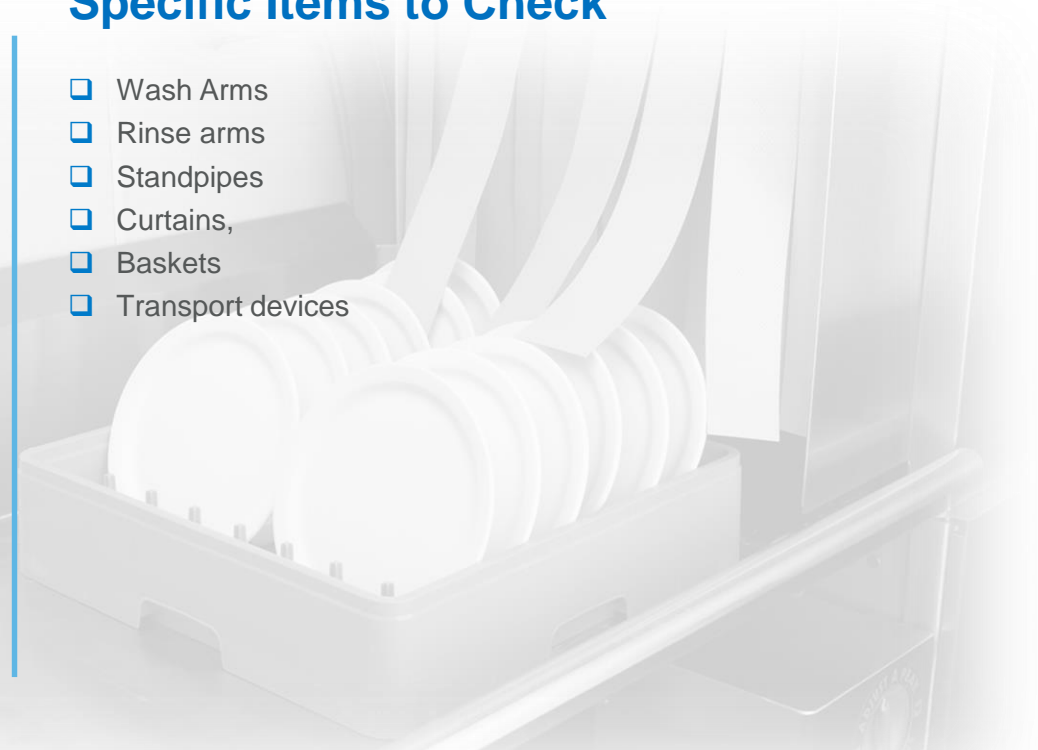
Dishwasher
Close Container

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 stock
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.

Specific Items to Check

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



Post COVID-19 Hotel Operations Instructions:

Check all high temperature dishwashers daily to ensure final rinse is 82° C degrees

WAREWASHING DISINFECTION

What tools do you need?



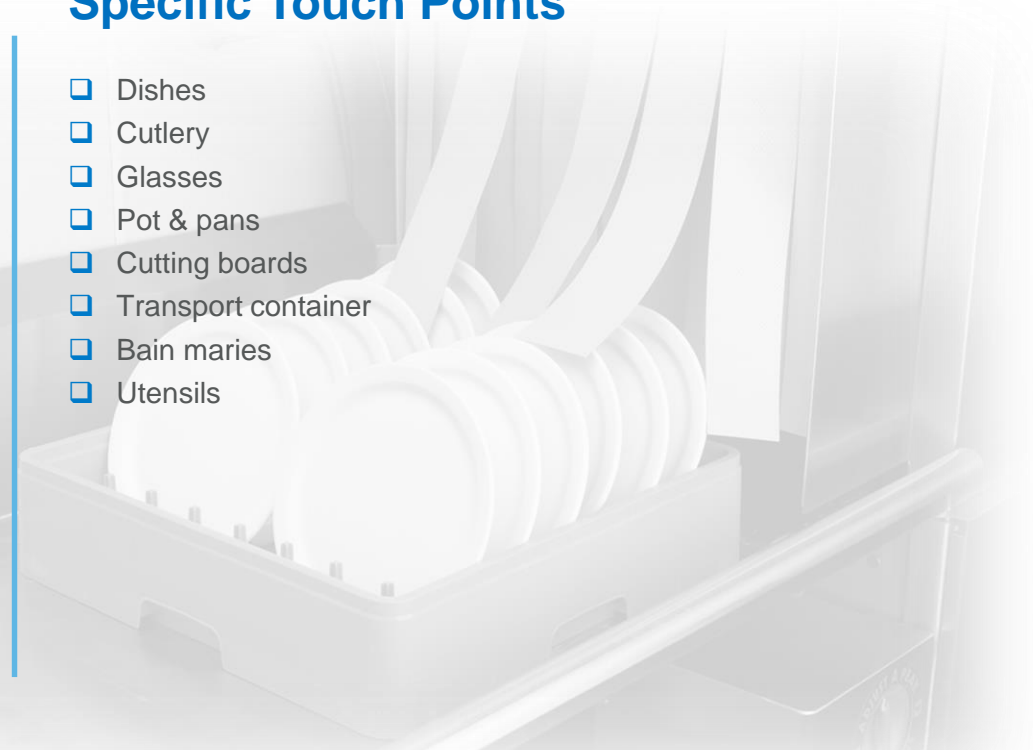
Dishwasher
Close Container

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.

Specific Touch Points

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



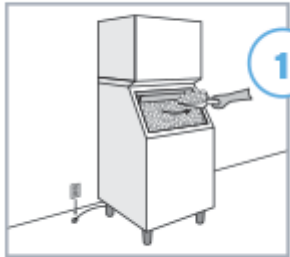
Post COVID-19 Hotel Operations Instructions:

Check all high temperature dishwashers daily to ensure final rinse is 82° C degrees

F&B BACK OF HOUSE

Ice Machines

NOTE: Below procedure is only for the ice bins. For procedure to clean the ice maker, please refer to instructions in the OEM manual.



1 Unplug the machine. Remove and discard all ice.



2 Clean the inside of the unit with **Manual Detergent**. Allow solution to sit on surface as specified by the product label. Give special attention to the floor of the bin, door gaskets, corners, doors, gaskets, hinges and latches. Scrub built-up deposits with nylon brush or scraper.



3 Wipe with a clean towel, then rinse well with clean water.



Cleaning Process

4 Use solution of **Multi-Purpose Cleaner** to clean exterior.



Disinfection Process

5 Spray interior surfaces and exterior of tray and door with **Disinfection Solution** and allow to sit for time specified by the product label. Allow to dry. Do not rinse. Plug in machine. Fill machine with fresh, new ice.

Note:

Please refer to **OPS-FNB-057** for ongoing equipment maintenance and cleaning requirements to be compliant with Marriott International global food safety standards.

F&B BACK OF HOUSE

Mobile Event Equipment (e. g. Live Cooking Equipment)



BACK OF HOUSE

BACK OF HOUSE

Detailed Cleaning Instructions Per Area

BACK OF HOUSE:

- ▲ [Office Surfaces](#)
- ▲ [Corridor](#)
- ▲ [Elevator](#)
- ▲ [Storage](#)
- ▲ [Employee Area](#)
 - ▲ [Locker, Staff Cafeteria, Prayer Room](#)
- ▲ [Loading Bay](#)
- ▲ [Laundry](#)
- ▲ [Work Shops & Plant Rooms](#)

For product information please click here:



BACK OF HOUSE

Back of House Offices



Checklist:

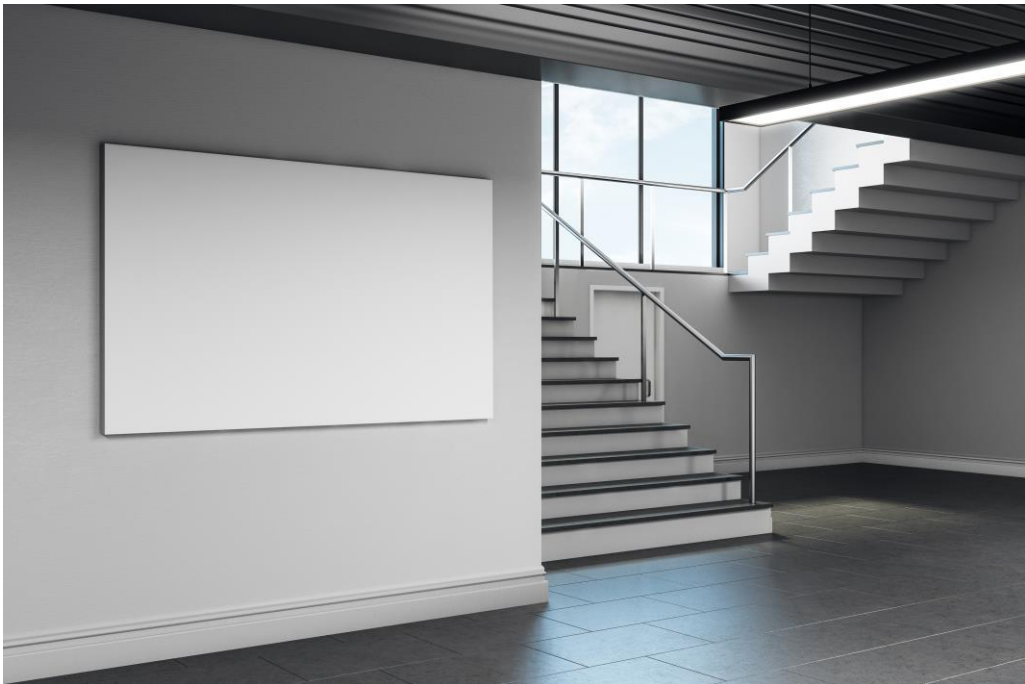
*Refer to product labels for complete directions for use.

- Place warn area warning sign.
- Dust file cabinets and bookshelf if needed.
- Remove large debris from hard surfaces and wipes.
- Disinfect all high touchpoints surfaces (including tables, chair armrests, phones, door handles etc.,) if needed.
- Empty trash cans and replace liners.
- Clean the outside of trash can.
- Spot sweep carpets or hard floor surfaces to remove large debris.

☐☐☐☐☐☐☐

BACK OF HOUSE

Corridor



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 (spot clean walls, light switches and door handles, etc.). ☐
- Clean glass and windows (large and small surface areas). ☐
- Check and refill any hand disinfectant dispensers if needed. ☐
- Sweep carpets and hard floors if needed. ☐
- Clean Public Phones. ☐
- Public Ice machines on guest corridors. ☐
- Public Guest Laundry Facility Area (e.g. Ironing Room) ☐
- Clean Fire Life Safety equipment on regular basis. ☐

BACK OF HOUSE

Elevator



Checklist:

*Refer to product labels for complete directions for use.

- **Wipe and clean high touch point surfaces and other hard surfaces and disinfect as needed** (elevator buttons, glass surfaces). ☐
- **Clean glass surfaces** (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 disinfecting 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.

BACK OF HOUSE

Storage Area



Checklist:

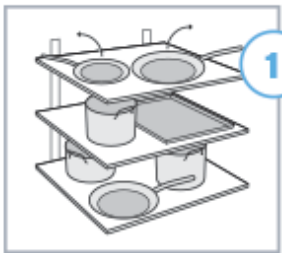
*Refer to product labels for complete directions for use.

- 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 (door handles etc). ☐
- Clean glass surfaces if needed. ☐

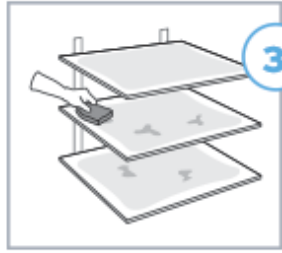
Post COVID-19 Hotel Operations Instructions:
Ensure all areas are cleaned and disinfected

BACK OF HOUSE

Storage Area



1 Remove all items from the shelf and temporarily store in a clean, dry, safe area that does not block traffic or create a hazard.



3 Allow cleaning solution to penetrate soils. Use a scraper or non-scratch pad to loosen any dried-on food particles.



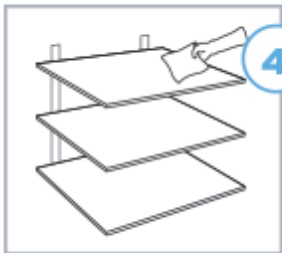
Disinfection Process

Apply **Disinfecting Solution** with a well wrung cloth so surface remains wet. Let product sit for time specified on product label. Allow to air dry. Do not wipe or rinse.



Cleaning Process

2 Spray **Multi-Purpose Cleaner** generously and wipe with cloth so surface remains wet.



4 Rinse with clean water and wipe with clean cloth.

Post COVID-19 Hotel Operations Instructions:
Ensure all areas are cleaned and disinfected

BACK OF HOUSE

Environmental Hygiene: Employee Areas



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. ☐
- Straighten items on countertop and wipe coffee machine / drip tray. ☐
- Wipe inside and outside the microwave. ☐
- Check and refill any hand disinfectant dispensers if needed. ☐
- Sweep carpets and hard floors, if needed. ☐

Specific touchpoints

Tables, food preparation surfaces, eating utensils, refrigerator handles, beverage machines, microwave handle, door / cabinet handles, switches & remote controls, lockers, faucets, dispenser handles, equipment handles, etc.

BACK OF HOUSE

Locker, Staff Cafeteria, Prayer Rooms



Suggested frequency:

- 3 times per day
- High-frequency cleaning and disinfection in contact surface
- Attention on hard floor cleaning
- To prevent dust from spreading, mop the floor with a wet mop.
- Avoid excessive mops to prevent mist and splashing.
- Clean and disinfect sign in areas for employees.



What products do you need?

Multi-Purpose Cleaner
Surface Disinfectant Products
Floor Cleaner

Note:

Always comply with country-specific requirements.



Staff Cafeteria



Staff Locker Room

BACK OF HOUSE

Loading Bay



Post COVID-19 Hotel Operations Instructions:

Ensure all areas are cleaned and disinfected

Eliminate cross contamination

Ensure regular cleaning and disinfection of Garbage Rooms

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. ☐

Specific touchpoints

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

BACK OF HOUSE

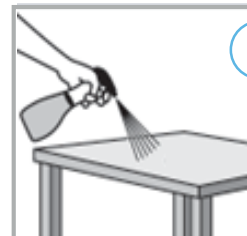
Loading Bay



1 Pre-clean visibly soiled areas to be disinfected.



3 Allow the surfaces to remain wet for the time specified on the product label.



2 Apply **Disinfection Solution** to high-touch surfaces such as switches, trolleys and door handles.



4 Wipe the surfaces or allow to air dry.

Disinfection Process

Post COVID-19 Hotel Operations Instructions:

Ensure all areas are cleaned and disinfected

Eliminate cross contamination

Ensure regular cleaning and disinfection of Garbage Rooms

LAUNDRY COLLECTION



Remember to knock before entering the room that needs to be serviced. Leave cart outside of the room.



Remove sheets and pillow cases from the bed. Roll dirty sheets into a ball and put them in the cart's laundry bag.



Enter the bathroom, collect towels and roll them into a ball. Put them in the cart's laundry bag.



Stained sheets and pillow cases should be placed in the cart's laundry bag



Stained towels should be placed in a small laundry bag.



Transport dirty and stained linen to the laundry area for sorting.

Note:
In the event of an Outbreak face protection must be worn
Do not use dirty linen to clean the room

LAUNDRY TRANSPORT



- 1 Wear protective gloves.
Separate stained from non stained linen and place into separate collection bags.
-



- 2 Place soiled linens in cart to transport to laundry. Avoid overfilling and having linens hanging over the cart.

NOTE: Carbonised grease from cart wheels creates stains that cannot likely be removed.

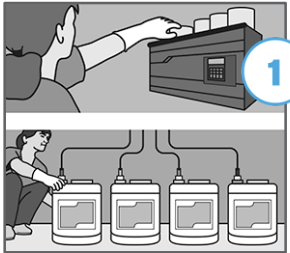


- 3 Transport in a closed and appropriately labeled container or laundry bag to the laundry and sort into laundry machine with disposable gloves.

Note:

In the event of an Outbreak face protection must be worn

LAUNDRY OPERATION



1 Replace product when empty.
Check liquids levels frequently.



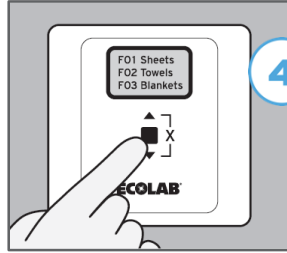
2 **For towels:** Load machine all the way to the top. Fill all washer space.



2 **For sheets:** Fill all but 6" to 10". Leave two fists of space.



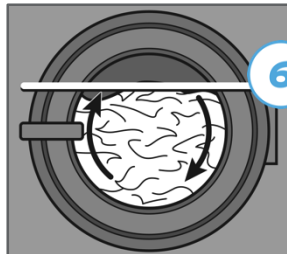
3 Check formula chart to identify the correct wash formula.



4 Select formula on the controller (if applicable).



5 Select appropriate formula on the washer and push start.



6 If properly loaded, linen should be at the 10:00 and 2:00 position between rotations.



7 After cycle is complete, unload the washer using a cart designated for clean laundry only.
Dry linen immediately.

Also remember ...

Use different carts for soiled and clean linen

A disinfection of laundry machine and transport cart is recommended as a pre-caution after each load

Note:

In the event of an Outbreak face protection must be worn

LAUNDRY GUIDANCE EUROPE

Procedure Guidance

For European countries follow below guidance.

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

Contact your local Territory Manager for advice

Note:
To reduce risk of cross contamination avoid wearing work clothes outside of laundry

Thermal Disinfection

Centers for Disease Control and Prevention advises that

- Hot water provides an effective means of destroying microorganisms.
- A temperature of at least 160°F (71°C) for a minimum of 25 minutes is commonly recommended for hot-water washing.
- The use of chlorine bleach assures an extra margin of safety. A total available chlorine residual of 50–150 ppm is usually achieved during the bleach cycle.

<https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/laundry.html>

LAUNDRY GUIDANCE MEA

Procedures

1. Transport in a closed and appropriately labeled container or laundry bag to the laundry and sort into laundry machine with disposable gloves 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) virucidal applied processes*

For MEA countries follow below guidance. If the below specified Detergent doesn't exist in your port folio – Use a standard detergent @ 3 ml/l of Bath Ratio 1:4

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
Ecostar Detergent	0,9 ml/l	Ozonit**	4 ml/l	70°C	1:4	15 min
Silex Emulsion	1,5 ml/l	Ozonit**	4 ml/l	60°C	1:4	15 min
Oxyguard Emulsion	1,5 ml/l	Ozonit**	4 ml/l	60°C	1:4	15 min

Specific Items to Check

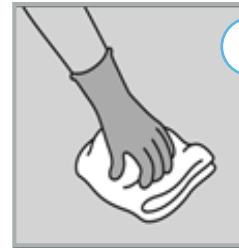
- ☐ Laundry
 - ☐ Laundry of persons at risk of infection
 - ☐ Work clothes
 - ☐ Cleaning textiles
-
- ☐ **THE PROCESS NEED TO BE FOLLOWED ONLY FOR RE – OPENING PHASE (1 MONTH ONLY)**
 - ☐ **THE PROCESS CAN BE KEPT FOR FUTURE ANY PROCESS OF HANDLING ANY CONTAMINATED TEXTILES**

**The BPR guidance for PT2-4 states that at temperatures $\geq 40^{\circ}$ 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.*

BACK OF HOUSE

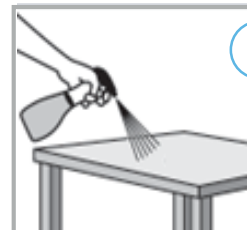
Work Shop & Plant Rooms



1 Pre-clean visibly soiled areas to be disinfected.



3 Allow the surfaces to remain wet for the time specified on the product label.



2 Apply **Disinfection Solution** to high-touch surfaces such as workbenches and shared tool and equipment.



4 Wipe the surfaces or allow to air dry.

Disinfection Process

Post COVID-19 Hotel Operations Instructions:
Ensure all areas are cleaned and disinfected especially shared tools and equipment, etc.

SUPPORTING INFORMATION




CLOTH COLOUR CODING & FOLDING METHOD

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



DISINFECTANT PRODUCTS EU

➤ Hard Surface Disinfectants

Product Name	Code	Approved countries
DESGUARD 20 4X1L	9008190	UK, Finland, Sweden, Norway, Germany, Greece, Ireland
DESGUARD 20 2X5L	9017140	Germany, UK, Ireland
	9035310	Italy*
KITCHENPRO DES 2X2 L	9081990	Germany, Hungary, Serbia, Slovenia, Austria, Croatia, France, Greece, Romania, UK, Ireland, Russian Federation, Ukraine, Portugal, Belgium*, Czech Republic*, Netherlands*, Poland*, Slovakia*, Spain*
	9091280	Italy*
OASIS PRO 20 PREMIUM 2X2 L	9051700	France, Greece, Russian Federation, UK, Denmark, Poland, Sweden, Ireland, Portugal, Finland, Norway, Spain*, Bulgaria*
	9035070	Italy*

Product Name	Code	Approved countries
SIRAFAN SPEED 2X5 L	9042730	Austria, Bulgaria, Czech Republic, Germany, Slovenia, Spain, UK, Belgium, Finland, Slovakia, Ireland, Switzerland, Netherlands*
SIRAFAN SPEED 6X750ML	9033070	Austria, Germany, Greece, Ireland, Spain, UK, Belgium, Finland, Sweden, Switzerland, Norway, Portugal*, Netherlands*
	9034370	Denmark, Slovakia, Bulgaria, Croatia, Czech Republic, Hungary, Romania, Serbia, Slovenia, Russian Federation, Poland*
	9038210	Italy*

Note:

Hotels should check product availability with distributor and in the event of unavailability an alternative will be recommended

*Product registrations differ by EU country – please consult your Territory Manager for advice if required

DISINFECTANT PRODUCTS EU

➤ HAND HYGIENE

Product Name	Code	Approved countries
EPICARE 5C 2X5 L	9080690	Austria, Croatia, France, Germany, Hungary, Ireland, Poland, Slovenia, UK, Czech Republic, Denmark, Switzerland, Belgium*, Romania*, Slovakia*, Spain*
EPICARE 5C 4X1.25 L	9080670	France, Spain*
EPICARE 5C 6X1 L	9081400	Germany, Slovenia, Belgium*
EPICARE 5C 6X500 ML	9080630	Switzerland, UK, Austria, France, Germany, Ireland, Belgium*
	9080650	Czech Republic, Serbia, Croatia, Poland, Slovenia, Romania*, Russian Federation*, Slovakia*
	9081350	Denmark, Portugal, Finland, Spain*, Greece*

Product Name	Code	Approved countries
EPICARE 5C 6X750 ML	9086250	Denmark, Finland, Sweden, Switzerland, UK, Austria, France, Germany, Ireland, Poland, Belgium*
	9086270	Czech Republic, Serbia, Hungary, Slovenia, Slovakia*, Spain*
	9086290	Bulgaria, Croatia, Greece*, Romania*
	9096720	Denmark, Finland., Norway, Portugal, Sweden, Spain*
EPICARE DES 6x500 ML	9057860	Portugal, Germany, UK, Netherlands*, Spain*
	9057890	Russian Federation, Croatia, Poland, Slovenia, Serbia
	9086430	Italy*
	9084910	Russian Federation, Bulgaria, Romania, Greece, Hungary

Note:

Hotels should check product availability with distributor and in the event of unavailability an alternative will be recommended

*Product registrations differ by EU country – please consult your Territory Manager for advice if required

DISINFECTANT PRODUCTS EU

➤ HAND HYGIENE

Product Name	Code	Approved countries
EPICARE DES 6X500 ML	9054480	Austria, France, Germany, UK, Switzerland, Portugal, Belgium*, Netherlands*, Spain*,
	9057910	Denmark, Finland, Sweden
SPIRIGEL COMPLETE	9086310	UK, Austria, France, Germany, Ireland, Poland, Switzerland, Belgium*, Netherlands*
	9086330	Denmark, Finland, Hungary, Sweden
	9086350	Portugal, Slovakia, Slovenia, Spain
	9086370	Bulgaria, Croatia, Romania, Greece
	9086390	Czech Republic, Serbia
	9094010	Italy

Note:

Hotels should check product availability with distributor and in the event of unavailability an alternative will be recommended

*Product registrations differ by EU country – please consult your Territory Manager for advice if required

DISINFECTANT PRODUCTS MEA

➤ Hard Surface Disinfectants

Product Name	Code	Approved countries
Oasis Pro 14 Plus AB APC	6100912	UAE, Egypt, Djibouti, Mauritius, Qatar, Kuwait, Oman
	6100920	
Peroxide MSD	6100897	UAE, Egypt, Djibouti, Mauritius, Seychelles, Jordan, Bahrain, KSA
	ECL6100791.41R	
Sirafan Speed	9033070	Morocco, Tunisia, Gambia, Guinea
Kitchen Pro Des	9081990	UAE, Lebanon, Malta
Mikro-Quat	4910948	UAE, Egypt, Morocco, Tunisia, Ethiopia, Gabon, Djibouti, Mauritius, Seychelles, Madagascar, Lebanon, Jordan, Qatar, Bahrain, Oman, KSA, Pakistan, Malta
	6113227	
	ECL13227.41R	

➤ Hard Surface Disinfectants

Product Name	Code	Approved countries
Oasis 499 HBV	17771	Lebanon
HB Quat	6100270	Kuwait, Oman
Oasis Pro 20 Premium 2 X 2 L	9051700	South Africa, Kenya, Uganda, Tanzania, Ethiopia, Mauritius, Malta, Algeria
Cryocide 2*5L	767803	UAE
Surfanios	1917.092	Algeria
	1917.036	
Surfasafe	1568.544	Algeria

Note:

Hotels should check product availability with distributor and in the event of unavailability an alternative will be recommended

DISINFECTANT PRODUCTS MEA

➤ Hard Sanitizer

Product Name	Approved countries
Ecolab Hand sanitizer 2*5L	UAE, Oman
EcoCare 350 2*5L	UAE, Egypt
ECL N76	UAE
ECL N70	UAE
GENTLE HAND SANITIZER NEXA 6X750ML	UAE, Lebanon, Qatar, KSA
Hand San Gel	South Africa, Kenya, Uganda, Tanzania, Ethiopia
DIGISAN E SANITIZER 6-750ML	Bahrain
Sanigizer Plus	Kuwait
Instant Hand sanitizer	Tanzania, KSA, Tunisia, Seychelles, Djibouti, Guinea, Gabon, Mauritius, Jordan

➤ Hard Surface Disinfectants

Product Name	Approved countries
Spirigel Complete	Morocco, Guinea
QSR HYG HAND RUB (6x 800 ml)	Pakistan
ANIOSGEL 85 NP - AB sanitizer 4*5L	Algeria

Note:

Hotels should check product availability with distributor and in the event of unavailability an alternative will be recommended

