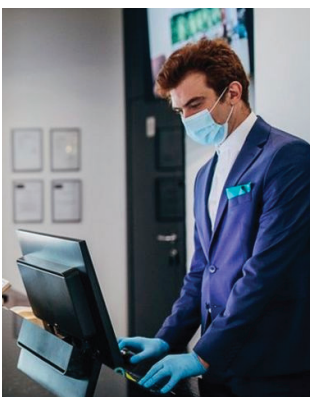


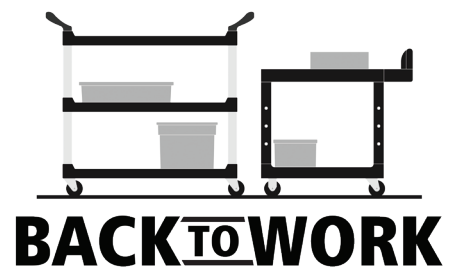


# BEST PRACTICE GUIDE

## Hand Hygiene, Cleaning, Waste Management and Safety in Hospitality Facilities



Hospitality locations around the world pride themselves on providing a good experience from the moment a guest arrives. For hospitality, this will manifest in guests returning to properties with a heightened awareness of germ transfer and the need for hygiene and cleanliness.



### Tips



- **HAND HYGIENE**

Frequent effective handwashing and the use of hand rubs helps prevent the spread of germs and infections.



- **CLEANING**

Regularly cleaning surfaces keeps them free of microbes and prevents the spread of germs.



- **WASTE MANAGEMENT**

Isolating contaminated waste limits the cross-contamination potential.



- **SAFETY**

Keeping a safe distance from one another keeps staff and guests safe.

# BEST PRACTICE

## IMPLEMENTING EFFECTIVE PROCEDURES IN ANY FOOD SERVICE FACILITY

Institutions such as the Centre for Disease Control (CDC) and The World Health Organisation (WHO) provide guidelines to help facilities equip and prepare for a return to full operations. They cover four key areas:



### HAND HYGIENE

From the moment a guest comes through the door into reception, hospitality staff will need to ensure guests hands stay clean and safe. Important guidance includes: specific triggers like removing PPE or gloves. <sup>2</sup>

- Reviewing the provisions in public and staff bathrooms. **Updating hand hygiene signage** so it is in line with the latest thinking. <sup>1</sup>
- Adapting cleaning schedules to include adding hand hygiene provisions in rooms. <sup>2</sup>
- Allocating each area within a facility (kitchens, bars, reception, laundry, gym, spa etc.) their own hand hygiene supplies for staff and guests. <sup>2</sup>



### CLEANING

Hospitality facilities have some of the most prominent cleaning procedures of any sector. Cleaning staff are often observed during the working day, however, their role will be different due to the latest guidelines:

- Prior to reopening, undertake a period of ventilation to aerate the rooms on each floor of a property by opening doors, and if possible, windows. <sup>3</sup>
- Identify common touchpoints within each area and **create an enhanced cleaning policy** to ensure they stay clean at all times. <sup>2</sup>



### WASTE MANAGEMENT

Multiple waste streams are created in a hospitality facility and the staff responsible for waste management cannot allow waste to become a threat. Policies should be updated to incorporate:

- Collecting waste in closed lid bins to **isolate germs and prevent contamination**. <sup>2</sup>
- Cleaning refuse containers between uses to eliminate lingering threats. <sup>2</sup>
- Ensuring back-of-house areas have adequate provisions for the safe containment of waste.
- Deploying hand hygiene stations alongside waste collection facilities for staff that are handling waste. <sup>3</sup>



### SAFETY

Hospitality, by its definition, means welcoming guests and interacting with them. But the return of guests is the time to enforce social distancing, not let it slip.

- Enforce social distancing throughout a property, wherever guests or staff congregate. <sup>4</sup>
- **Mark floors to highlight 2m distances** wherever queues form and in reception areas. <sup>4</sup>
- Deploy barriers as part of an area's furniture to guide the movement of guests. <sup>4</sup>
- Implement protective shielding where face-to-face interaction is unavoidable. <sup>3</sup>

## Tips



**Clear communication** of your procedures for hand hygiene, cleaning, safety and waste management to staff and guests drives adoption and supports lasting behaviour change, and as a result, **keeps everyone safe**.

<sup>1</sup> [https://www.who.int/gpsc/clean\\_hands\\_protection/en/](https://www.who.int/gpsc/clean_hands_protection/en/)

<sup>2</sup> <https://apps.who.int/iris/bitstream/handle/10665/331638/WHO-2019-nCoV-Hotels-2020.1-eng.pdf>

<sup>3</sup> <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery> <sup>4</sup> <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

# OUR SOLUTION

## DELIVERING BEST PRACTICE WITH THE RIGHT PRODUCT SOLUTIONS

The Rubbermaid Commercial Products Range contains a variety of products that can help implement increased standards of hygiene.



### HAND HYGIENE

Our range includes wall-mounted dispensers and free-standing **hand hygiene stations** deployable throughout a facility. Cross-contamination risks are reduced in manually operated units by integrated antimicrobial touchpoints. With touch-free dispensers, user contact is eliminated completely. Hand hygiene units are complemented by high-capacity sealed refills containing soap or hand rubs that make them a flexible hand hygiene solution for users.



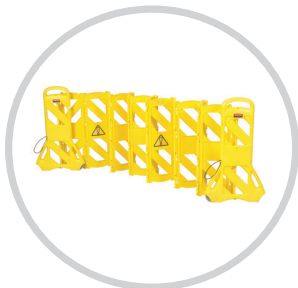
### CLEANING

HYGEN™ cloths and mop pads are **ideal for surface cleaning, even where there are restrictions on cleaning products**. Their microfibre composition removes 99.9% of microbes whether they are used with an active SARS-COV-2 grade disinfectant or with a neutral solution. A range of colours minimises cross-contamination risks during a cleaning cycle. Disposable cloths and mops are also available to minimise the risk of cross contamination.



### WASTE MANAGEMENT

Our range of waste management products deliver safety by **isolating contaminated waste** within a closed-lid system. Isolating disposed materials from the open-air means germs are prevented from spreading. **Germ transmission is reduced further** through foot pedal operation, rather than hand operation. Each unit's smooth surfaces and sturdy structural design make them easy to clean between uses, removing lingering viral threats.



### SAFETY

Our safety barriers are durably designed to withstand constant use in high-traffic areas and are lightweight, making them easy to deploy and stow away. Once in place, these units are **adept at enforcing social distancing requirements at counters, windows and other points of interaction**. Their presence within a space can also help to manage movement in open spaces and highlight impromptu one-way systems.



WASTE  
MANAGEMENT



CLEANING



SAFETY



MATERIAL  
HANDLING



HAND  
HYGIENE



FOOD  
SERVICE

**FOR MORE INFORMATION ON OUR ESSENTIAL HYGIENE, CLEANING & REFUSE PRODUCTS  
PLEASE CONTACT YOUR RCP SPECIALIST OR OUR CUSTOMER SERVICE TEAM ON 1800 639 355**