



Let's live!

WIGHTMAN
& PARRISH

Deep cleaning procedures

Lower the cross contamination risk
Ensure a welcoming and healthy environment
for staff and guests



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Deep cleaning - part 1

For a healthy environment

Perform to lower the risk of cross-contamination,
by disinfecting key areas and materials



Whether your hotel was a quarantine location or it has been running with only a few staff members for weeks on end: when it's time to welcome back your staff and guests, you want to be double sure it's safe. Using these deep cleaning procedures, lower the risk of cross-contamination and ensure a healthy environment for staff and guests.

F&B

- KITCHEN DEEP CLEANING PROCEDURE TIPS
- AUTOMATIC DISHWASHING PROCEDURE TIPS
- REDUCE RISK OF LEGIONELLA PRESENCE

LAUNDRY

- LINEN DEEP CLEANING PROCEDURE TIPS

HOUSEKEEPING

- HARD FLOORS DISINFECTION



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Kitchen deep cleaning procedure tips

Before re-opening & on top of general cleaning

CLEAN & DISINFECT ALL AREAS INCL. TOUCH POINTS

CLEAN THE FLOOR

MAKE SURE STOCK IS ON SITE

ENSURE PRODUCT IN DATE

CLEAN TRIGGER BOTTLES

CHECK DISHWASHER UP TO TEMP & EQUIPMENT WORKING

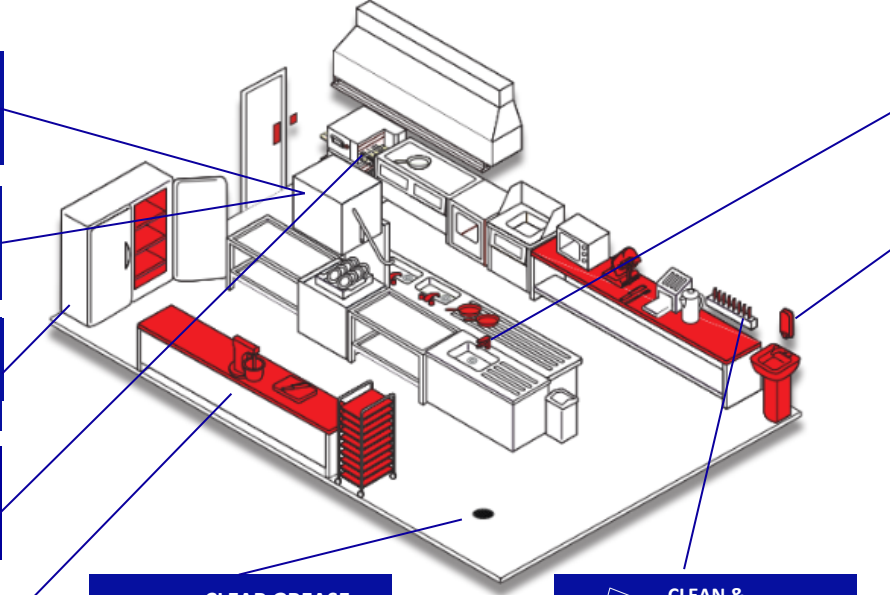
DESCALE DISHWASHER & BAIN MARIES

FRIGDES & FREEZERS CLEANED, DISINFECTED & UP TO TEMP.

CLEAR COMBI OVENS THOROUGH WITH WATER

CHECK ALL EQUIPMENT WORKING & CLEAN

CLEAN ALL BEVERAGE MACHINES



CLEAR GREASE TRAPS & DRAINS

CHECK FOR ODOURS

CLEAN & DISINFECT CONDIMENT DISPENSERS

TRAIN STAFF

RUN ALL TAPS TO CLEAR PIPES

CHECK DISPENSERS HAVE PRODUCT & WORK

CLEAN OUT ICE MACHINES

RECLEAN CUTLERY

RE-CLEAN DUSTY CROCKERY & GLASSES

RE CLEAN DUSTY POTS & PANS



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Automatic dishwashing procedure tips

Before re-opening & on top of general cleaning

Ensure switches, buttons, dispenser, arms and all touch points are disinfected regularly

Descalc, clean and disinfect all parts before use
Suma D10 – Suma D5.2*

Ensure staff are correctly trained on the use of the dishwasher

Wear gloves when pre rinsing and loading the dishwasher

Ensure wares are stacked in correct manner*

Ensure detergent and rinse aid are connected and dosed correctly

Always wear appropriate PPE when changing chemical*

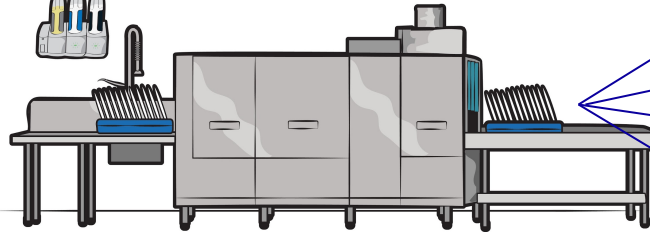
Always allow full cycle to complete*

Always wash hands with soap thoroughly before unloading the dishwasher

Allow time for air drying before stacking*

Store and transport clean crockery in closed containers if possible

After emptying and cleaning ensure doors left open to prevent bacteria growth



Ensure correct washing temperature 60-65°C / keep monitoring

Ensure correct rinse temperature above 80°C / keep monitoring

Always ensure filters are kept clean and clear & change the wash water regularly*

Ensure spray arms are functioning correctly*

Check PIS, SDS for detailed info;
<http://sds.diverseyst.com> | © 2020
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If the machine is clean, working correctly, chemical dosed & flowing and at correct temperatures then this will be sufficient to remove SARS-CoV-2

*Refer to guides & brochures for more info



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Reduce risk of legionella presence

Food safety

WHAT TO DO?

Legionella occurs naturally in water from many different environmental sources, but grow rapidly in the warm, **stagnant conditions** that can occur in facilities where water has not been used during the lockdown.

Therefore it is important to **re-assess the risk of legionella before re-opening of a facility**. The prevention of Legionella focuses on aerosol-producing warm water-containing sources such as cooling towers, spas, fountains, showers & hot water holding tanks.

Diversey Consulting offers support services for set up or check of kitchen's organisation flow and planning, as well as implementation of the recommendations for food safety safeguard.



✓ Flush at high temperatures

Since Legionella bacteria can exist in man-made water systems, it is imperative to ensure the water is stored, maintained and distributed at temperatures that do not encourage the growth and spread of the bacteria.

For all types of buildings, hot-water heater temperatures should be maintained above 140°F (60°C) and the hot-water temperature to distal points (the point of connection to a fixture such as a faucet, showerhead, or thermal mixing valve that blends hot and cold water right before they reach the tap) should exceed 131°F (55°C). A flush of 10 min is recommended when temperatures of 60°C can be reached. A flush of 5 min is sufficient when temperature of 70° can be reached.

✓ Please repeat this with a frequency of 1x/month.

It is highly recommended that the staff performing these flushes are protected with FFP3 masks. If temperatures of minimum 60°C cannot be reached, it is recommended to verify the potential contamination with samples taken before re-opening.



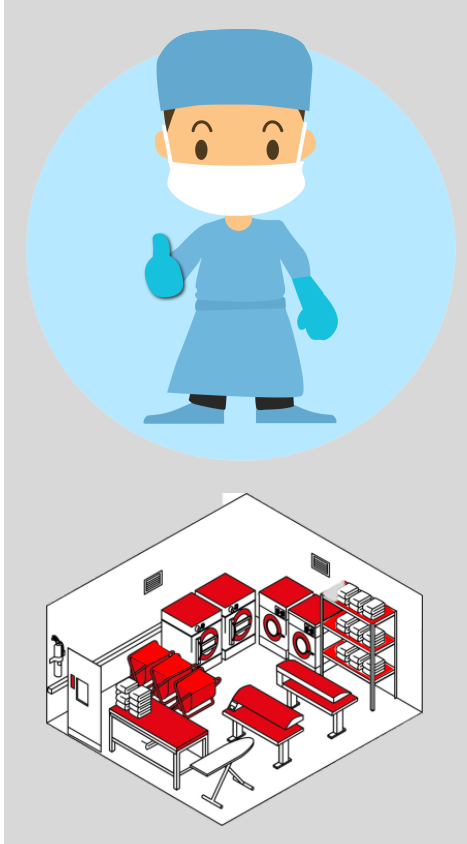
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Linen management tips

What do to before re-opening

IN THE GUEST ROOMS

- ✓ Wash all linen from guest rooms including linen in the storage rooms
- ✓ Wash curtains, pillows, blankets and duvets to create fresh and clean ambiance
- ✓ Check any damaged linen that needs to be replaced and repurpose it through our “Linens for Life”™ programme



IN THE LAUNDRY

- ✓ Clean all general surfaces in the laundry facility and disinfect all critical touch points
- ✓ Always wear PPE in line with local public health guidelines and check *Enhanced Cleaning Guidelines for Laundry*
- ✓ Wash any dirty textiles still remaining in laundry, including reusable laundry bags
- ✓ Set preventative maintenance for dispenser, washing and drying machines



Linen deep cleaning procedures

BEFORE re-opening cleaning process

ITEMS	GUIDELINES	LAUNDRY SOLUTIONS
<ul style="list-style-type: none">✓ Bed and bath linen✓ Pillow case & duvet cover✓ Mattress, pillow and duvet protectors✓ Spa towel and F&B linen	<ul style="list-style-type: none">• Wash all linen, including linen from storage rooms• Always check care labels	<ul style="list-style-type: none">• Follow best recommended Clax disinfection programme based on linen supplier's recommendations
<ul style="list-style-type: none">✓ Curtains (cotton / synthetic)✓ Sofa covers✓ Cover of decoration pillows*✓ Bed skirts*	<ul style="list-style-type: none">• Always check care labels	<ul style="list-style-type: none">• Follow best recommended Clax disinfection programme based on linen supplier's recommendations• Dry Cleaning is an alternative option**
<ul style="list-style-type: none">✓ Blankets*	<ul style="list-style-type: none">• Always check care labels• Put in linen bags and securely seal the bags for 4 days and perform regular washing process after.	<ul style="list-style-type: none">• Follow best recommended Clax standard programme based on linen supplier's recommendations
<ul style="list-style-type: none">✓ Staff uniforms	<ul style="list-style-type: none">• Always check care labels	<ul style="list-style-type: none">• Follow best recommended Clax disinfection programme based on linen supplier's recommendations• Dry Cleaning is an alternative option**
<ul style="list-style-type: none">✓ Mattress – Sofa	<ul style="list-style-type: none">• Refer to in-room cleaning guidelines	<ul style="list-style-type: none">• In-room cleaning solutions

**In COVID-19 situation, we recommend to temporarily refrain from the use of these items*

***Ask virucidal efficacy statement from your Dry Cleaning suppliers*



Linen deep cleaning procedures

BEFORE re-opening cleaning process

ITEMS	GUIDELINES	LAUNDRY SOLUTIONS
WITH PROTECTOR		
<ul style="list-style-type: none">✓ Pillows✓ Duvets	<ul style="list-style-type: none">• Remove both layers: pillow/duvet cases/covers & protectors• Always check Care labels	<ul style="list-style-type: none">• Follow best recommended Clax standard programme based on linen supplier's recommendations
WITHOUT PROTECTOR – AFTER RE-OPENING, RECOMMEND TO ALWAYS USE PROTECTORS		
<ul style="list-style-type: none">✓ Synthetic pillows✓ Synthetic duvets	<ul style="list-style-type: none">• Always check care labels	<ul style="list-style-type: none">• Follow best recommended Clax disinfection programme based on linen supplier's recommendations• Dry Cleaning is an alternative option**
<ul style="list-style-type: none">✓ Duvets with feathers✓ Pillows with feathers	<ul style="list-style-type: none">• Always check Care labels• Put in linen bags and securely seal the bags for 4 days and perform regular washing process after.	<ul style="list-style-type: none">• Follow best recommended Clax standard programme based on linen supplier's recommendations

**Ask virucidal efficacy statement from your Dry Cleaning suppliers



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HARD FLOORS DISINFECTION

Except for food preparation areas



BEFORE CLEANING

Sanitise hands

Wear gloves



WHEN?

Before (re)opening
Daily in case of outbreak

PRODUCTS TO USE

Cleaner disinfectant 2 options



Oxivir Excel
Dosage: 2%
Contact time: 5min



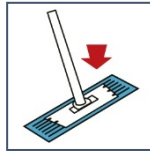
Suma Bac D10
Dosage: 1,5%
Contact time: 5min

Tools

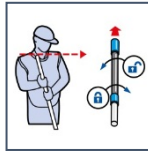


Jonmaster system

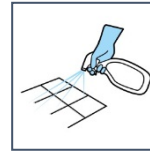
Using



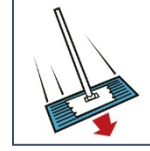
Attach the mop to the mop head by applying pressure downwards.



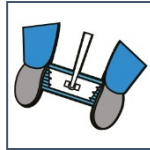
Adjust mop handle to comfortable height (chin level). Loosen handle by turning handle lock a quarter turn to the left and pulling handle upwards. Lock handle in position by turning handle lock a half turn to the right.



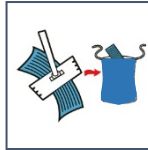
Spray the **Oxivir Excel** or **Suma Bac D10** solution onto the mop



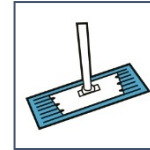
Mop the floor with the leading edge of the mop starting at the furthest point from the exit, pushing the mop in a forwards direction.



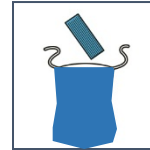
When mop is soiled, remove from the mop head by stepping on the 2 edges of the mop. With both hands, pull the handle upwards to release the mop.



Place the mop head sideways across the mop and lift off the floor. Place in laundry net.



Replace the dirty mop with a clean one by repeating Step 1.



Divide soiled mops and cloths and place in separate nets. For best results wash dry mops separately to damp mops

AFTER CLEANING

- Dispose dirty mops into the laundry bag
- Discard used gloves
- Sanitise hands





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MATTRESS SANITISATION

Before (re)opening then every quarter
Daily in case of outbreak if no protector

WHEN?



BEFORE CLEANING

Sanitise hands

Wear gloves



Products to use

Cleaner disinfectant



Oxivir Excel

Dosage: 2% for viruses

Contact time: 5min



Using



1 Vacuum the mattress



2 Prepare **2% of Oxivir Excel solution** and apply to the mattress using the TASKI foam generator and the manual cleaning tool. or use the 7,5L TSKI atomizer to spray on the mattress.



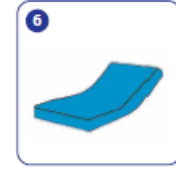
3 Scrub stains using the manual cleaning tool.



4 Allow the solution to act until the foam residues have dried out.



5 Turn the mattress upside down and repeat the procedure on the other side.



6 Leave the mattress to air dry then vacuum at the end to remove all residues.

TASKI machines and Tools



Foam generator

OR

TASKI 7,5L atomizer

AFTER CLEANING

Discard used gloves

Sanitise hands



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Check PIS, SDS for detailed information <http://sds.diversey.com>
Use biocides safely. Always read the label and product information before use



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Deep clean – part 2

Create a welcoming environment

Recommended to perform before opening to enhance guest experience



After weeks of shut down, hotels need to have a refresh of their materials, surfaces and floors. Diversey has prepared a guide to support hotels to provide a renewed and welcoming atmosphere so that guests can feel welcome, safe and be surprised by a great first impression...

CARPET DEEP CLEANING

Housekeeping or
Maintenance & Engineering

HEAVY DESCALING

Housekeeping

SHINY HARD FLOORS

Housekeeping or
Maintenance & Engineering

MOULD & MILDEW

Housekeeping

ODOUR CONTROL

Housekeeping



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CARPET DEEP CLEANING

Spray Extraction method

PRODUCTS TO USE

Carpet extraction cleaner



TASKI Tapi Extract



Enhance Extraction Cleaner

TASKI machine

TASKI Pro carpet 30/45



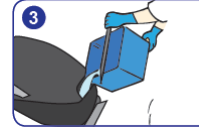
Using



Remove any unsecured furniture. Remove chewing gum, any spots / stains, sticks and any large pieces of litter from the floor. Thoroughly brush vacuum the carpet. Fill water into the spray device and add the carpet shampoo according to the recommendations.



Spray the solution sparingly onto the carpet treating maximum 40 to 50 m² at a time. Allow to act approximately 10 minutes. Do not allow the sprayed area to dry.



Fill clean water into the fresh water tank of the spray extraction machine. Attention: Ensure you use an extraction brush"



Spray extract the carpet by moving backwards in overlapping lanes. At least two passes are recommended or spray extract as many times until the water in the recovery tank returns clear. Use an antifoam product in the dirt water tank if foam develops.



Lift the carpet piles with a carpet pile brush or rake. Allow the carpet to dry thoroughly. Drying time between 8 to 24 hours before walking on the carpet.



Empty the spray device, the fresh water and recovery tank of the spray extraction machine. Rinse the tanks with clean water. Clean the machines and the cable with a moist cloth. Wind the cable loosely.

*Always test color-fastness and material compatibility of detergent in an inconspicuous place before use.



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SHINY HARD FLOORS

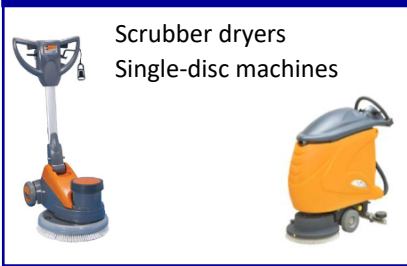
Marble & Terrazzo floors crystallisation without chemicals

PRODUCTS TO USE

Twister Pads



TASKI machines



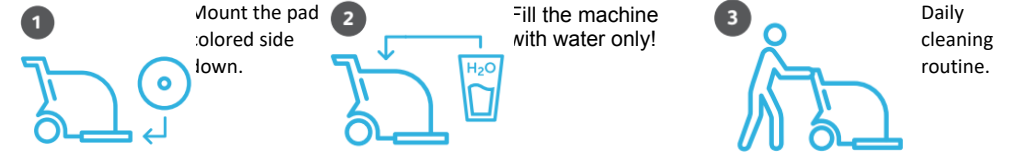
Scrubber dryers
Single-disc machines

A REVOLUTIONARY METHOD FOR EVERYDAY MACHINE CLEANING

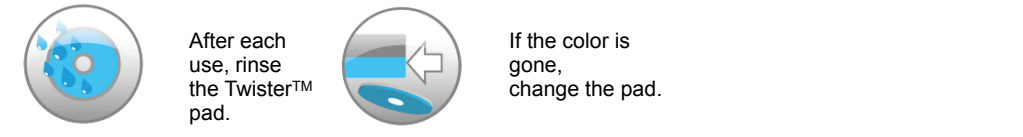
Twister by Diversey is a revolutionary set of floor care pads made from recycled PET, impregnated with billions of microscopic diamonds, that clean and micropolish your floor at the same time. Completely without chemicals.

Besides by cleaning and polishing the floor with billions of microscopic diamonds, Twister creates a smoother surface that is harder to breach by bacteria and easily eliminated during daily cleaning. While floors get constantly re-soiled with traffic, efficient elimination of pathogen presence will increase safety.

Using



Routines after cleaning



- 365 days great looking hard floors for your guests !
No up, no down periods.
- Reduce:** up to 67% less pads thanks to ultra-durability
- Reuse:** each pad is made of 2,6 recycled PET bottles
- Remove:** no chemicals, just water!
- Achieve between 20 and 40% operational costs reduction.** Extended floors lifetime



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ODOUR CONTROL

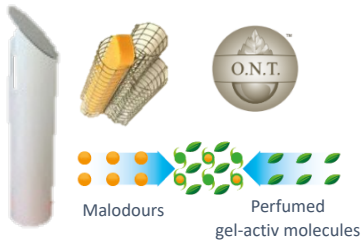
Restore a fresh & welcoming environment

PRODUCTS TO USE

Odour Eliminators



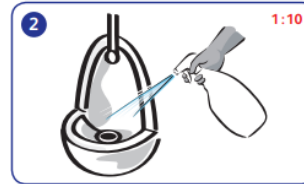
Good Sense Nomad aroma diffuser
with patented Gel-active technology



Using

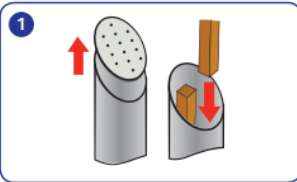


Use neat on difficult areas. Pour into **200ml of Good Sense Breakdown** overflow of sink basin or down the urinal and drain points. Allow contact time.

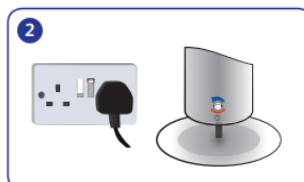


Can be used as a daily cleaner for waterless urinals at 5% dilution (2 pumps in 500 ml), spray onto surfaces and brush before rinsing off.

Complete malodour elimination in 30 minutes



Open the Nomad Diffuser by lifting the slanted top and insert either 1, 2 or 3 barrettes depending on the size of the area (30/60/90m²) to be treated.



Plug in the unit into the mains socket. Adjust the intensity on the motor at the base of the unit based on how strong you want the odour. Replace the barrettes every 8-10 weeks

**Check proper dosages in the PIS*

Check PIS, SDS for detailed information <http://sds.diversey.com>
Always read the label and product information before use



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HEAVY DESCALING

Floors, walls, washrooms

PRODUCTS TO USE

Washroom descaler



TASKI Sani Calc

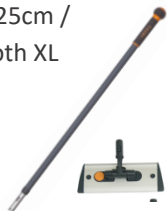
Dosage: 20%

Tools

Jonmaster system 25cm /
Jonmaster Ultra cloth XL
green



or



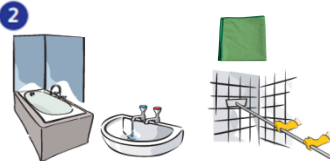
Using

1



Use at a dilution rate of 20% / 1:5. Add 1L of TASKI Sani Calc per 5L of water. For use of dosing bottle or foaming bottle add 2 pumps to 500ml water.

2



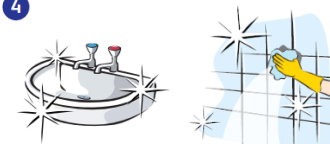
Apply with Jonmaster 25cm or microfiber cloth.

3



Leave for 5 minutes.

4



Rinse with fresh water or wipe with a clean, damp cloth or microfiber cloth. Buff with a dry cloth for extra shine.



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MOULD & MILDEW REMOVAL

PRODUCTS TO USE

Grout cleaner



Room Care R11
Ready-to-use

or



TASKI Sani Mouldout
Ready-to-use

Tools

Sponge
scourer or
grout brush



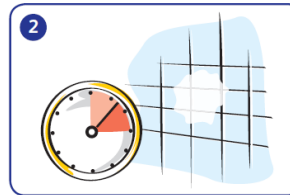
Using



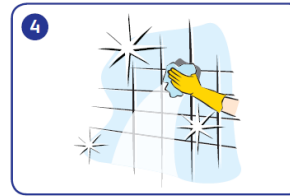
Spray onto affected areas or spray on a sponge and wipe over area



Agitate stubborn stains with grout brush or scourer.



Allow suitable contact time.



Rinse thoroughly and buff to a shine.