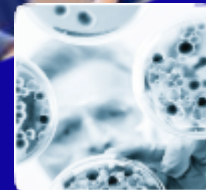
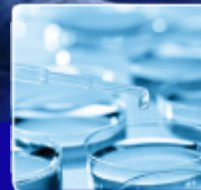




**WIGHTMAN
& PARRISH**



Ready to welcome your customers

SARS-CoV-2 ready

(Re-opening) cleaning and disinfection guide for Retail

These materials are provided for general information purposes only and do not replace each user's responsibility to assess the operational, legal and other requirements applicable to each facility.



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& PARRISH**

FEEL WELCOME

SAFE – CLEAN - SERENE

Prepare and implement preventive measures and enhanced hygiene guidelines in retail premises in response to the situation generated by COVID-19 pandemic.

Prepare, plan and act;
reassure your customers and your staff.



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& PARRISH

Ready to welcome your customers

Welcoming & healthy environment

Deep cleaning tips & measures



Enhanced cleaning and disinfection in your operations

Enhanced cleaning & disinfection



Enhanced personal hygiene



Protect your people and customers and enhance their experience

Enhanced hygiene safety measures



Protect and reassure your customers



Protect and reassure your staff



Provide expertise and monitor compliance



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Heightened awareness in cleaning

Whether you are re-opening a closed store, a previously closed area, or you have remained open during the pandemic, care is needed to ensure the following basic preparations are in place:

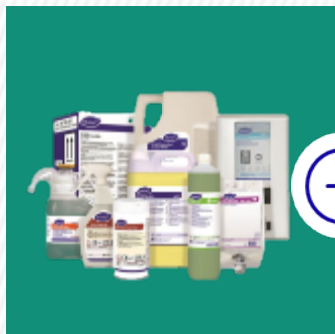
- ✓ **The correct products and tools on site**
- ✓ **The correct cleaning procedures in place**
- ✓ **The correct training in place**
- ✓ **The correct wall charts and signage posted**
- ✓ **Enthusiastic team members willing to make your business a success**

Then the business will thrive on the trust of customers old and new.



Products & considerations

For re-opening & during daily business



The right products/
tools



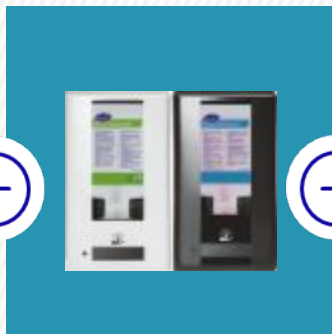
Order, stock &
check current
product in date



Safely stored



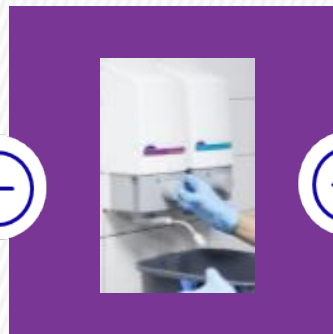
Bespoke cleaning
cupboard away
from food stuffs



Hand wash/sanitiser
stations



Filled & readily
available



Chemical equipment
working



Filled & dosing at
the correct level



IP outbreak products

For localised
incidents &
breakouts



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Safe stores, healthy people

Your staff and customers may be confronted with 2019-nCoV (Wuhan coronavirus), and there is a need to ensure a working and shopping environment which is safe. Failing to reduce the risk may result in loss of business, risk to your brand value, reduced workforce efficiency and even lives.

Cleaning and sanitation are essential building blocks to infection prevention and outbreak control. In all areas that you clean and sanitize, pay attention to standard operating procedures, using recommended products only.

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

- Enhanced cleaning of frequent touched points
- Deep cleaning of areas after shut down





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Let's live!

Enhanced cleaning & disinfecting

Standard Operating Procedures

Retail

Your cleaning procedure and hygiene practices are more important than ever:

- Refer to your company **Standard Operating Procedures** when it comes to the cleaning of all areas
- Pay special attention to **high touch points** and for these enhance the cleaning procedures
- **Diversey** can help you with specially prepared high-touch wall charts and guides alongside an extensive range of suitable products

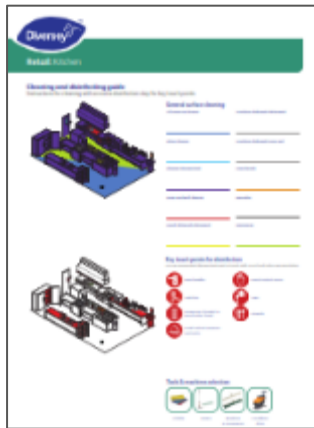




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Best practice cleaning and disinfection

Support Materials



More retail specific
material to follow

BEFORE CLEANING

1 Wash hands

2 Wear gloves



Enhanced kitchen cleaning & disinfecting

Use a cleaner-disinfectant no perfume, for example:

Cleaner Disinfectant

Suma Bac D10



Dosage: **1,5%**

Contact time: 5min

1 cloth to clean and
disinfect

1 cloth to rinse

Rinse thoroughly with clean water

After every service/
between uses

WHEN?

Key high-touch points



All handles (not only doors)



Hand contact areas



Switches



Taps



Dispensers (loaded, in
good order, clean)



Utensils



Food contact surfaces
and racks



Touch screens

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

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AFTER CLEANING

1 Dispose of used
cloths

2 Discard
used gloves

3 Wash hands



BEFORE CLEANING

- 1 Wash hands
- 2 Wear gloves



Use a cleaner-disinfectant no perfume, for example:

Cleaner Disinfectant

Suma Bac D10



Dosage: **1.5%**

Contact time: 5min

1 cloth to clean and
disinfect

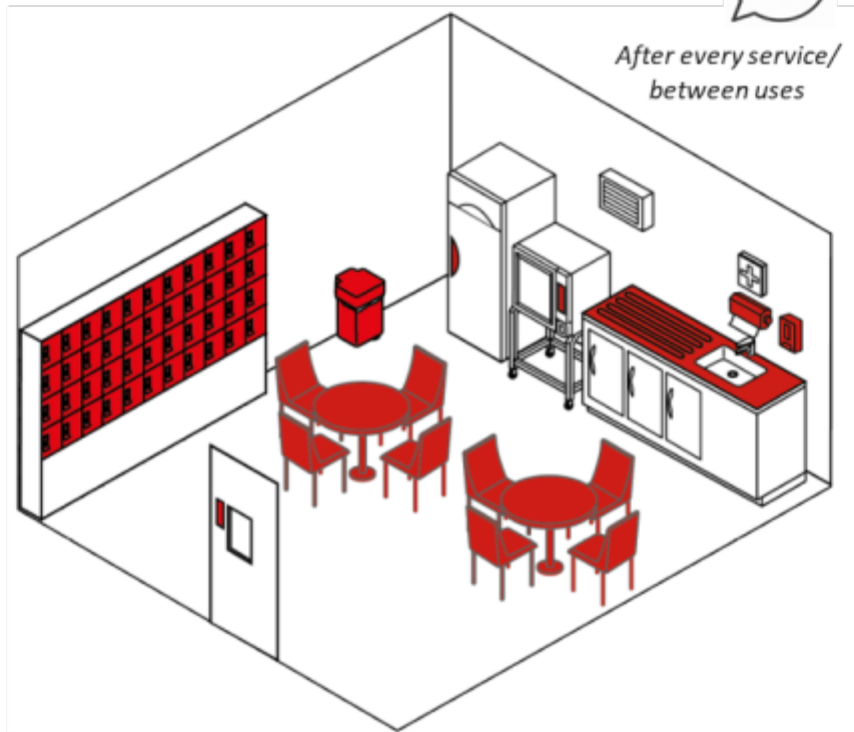
1 cloth to rinse

Rinse thoroughly with clean water

Enhanced employee area cleaning & disinfecting

WHEN?

After every service/
between uses



Key high-touch points



Door handles



Switches



Hand-contact areas



Chairs



Tabletops



Lockers



Bin

AFTER CLEANING

- 1 Dispose of used
cloths

- 2 Discard
used gloves

- 3 Wash hands



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

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BEFORE CLEANING

- 1 Wash hands
- 2 Wear gloves



Enhanced food service area cleaning & disinfecting



Use a cleaner-disinfectant no perfume, for example:

Option 1: Suma Bac D10



Dosage: **1,5%**
Contact time: 5min



Dosage: 0,5%
Contact time: 1min

Rinse thoroughly with clean water



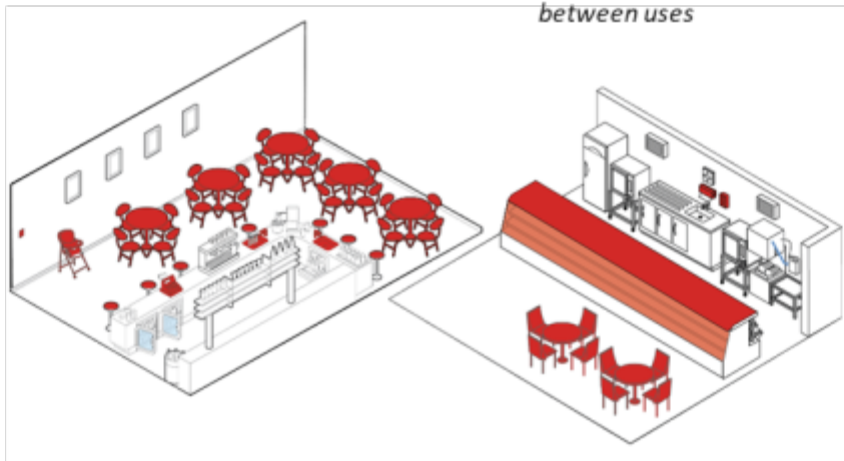
1 cloth to clean and disinfect

1 cloth to rinse

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

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After every service/
between uses



Key high-touch points



Sneeze guard



Menu cards



All handles (not only doors)



Condiment dispenser



Dispensers (loaded, in good order, clean)



Card readers



Tablets



Cash registers



Switches



Tabletops and chairs

AFTER CLEANING

- 1 Dispose of used cloths

- 2 Discard used gloves

- 3 Wash hands



BEFORE CLEANING

● Wash hands

● Wear gloves



Use an all in one washroom cleaner, descaler, disinfectant and deodoriser, for example:

All in one washroom cleaner, descaler, disinfectant and deodoriser

TASKI Sani 4 in 1 Plus *

Dosage: **2%**

Contact time: 5min



1 microfibre cloth** or disposable cloth for the outside of the toilet bowls and the urinals



1 microfibre cloth** or disposable cloth for the rest of the washrooms

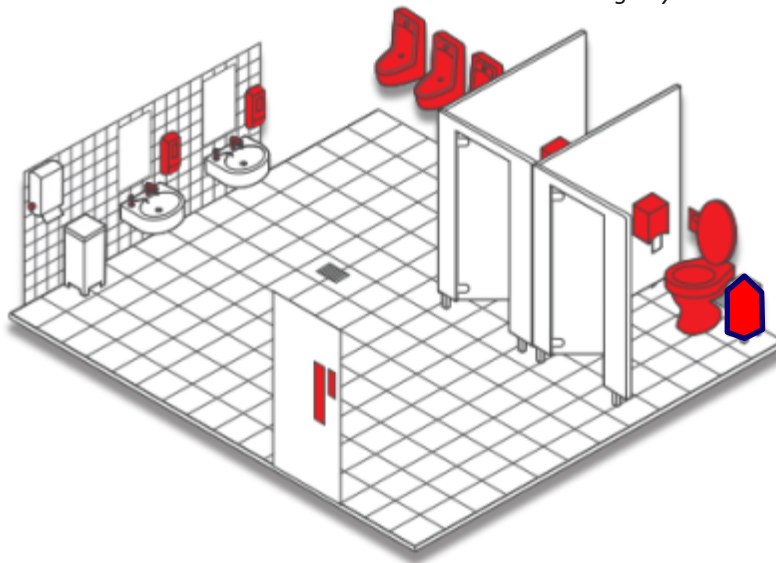
Use biocides safely. Always read the label and product information before use. Check PIS, SDS for detailed info; <http://sds.diversey.com>

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Enhanced public washroom cleaning & disinfecting

WHEN?

Every 4 hours during day



Key high-touch points



door handles



switches



dispensers (loaded, in good order, clean)



bathroom handles, toilet flush, shower control, taps



toilets (seats, splash walls)

AFTER CLEANING

● Dispose dirty cloths into the laundry bag

● Discard used gloves

● Wash hands



* DO NOT APPLY TO FRAGILE MARBLE, BRASS, COPPER, WOOD SUPPORTS

SARS-CoV-2 Survivability

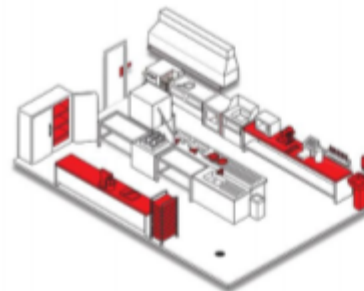
Surfaces and touch points to consider

SARS-CoV-2 Survivability on Surfaces*

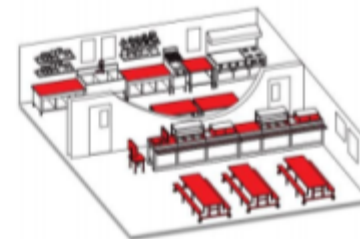
72 hours on plastics,
48 hours on stainless steel,
24 hours on cardboard,
4 hours on copper

It is also detectable in the air for three hours.

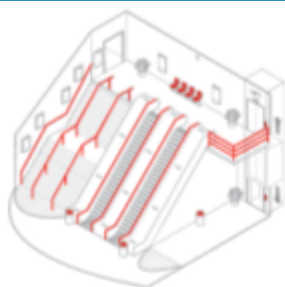
*Aerosol and Surface Stability of SARS-CoV-2 as Compared with SARS-CoV-1, The New England Journal of Medicine, 2020.



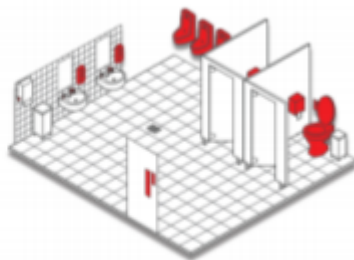
Kitchens



Canteens



Lifts / Stairs / Escalators



Washrooms



Public areas / Reception / Lobbies

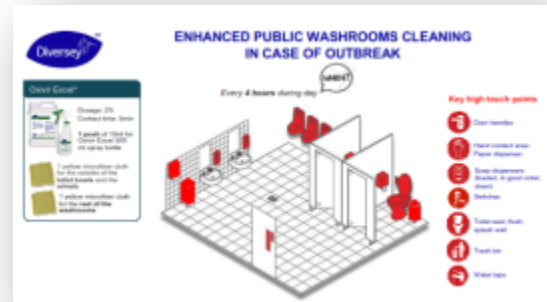


Offices

Working with your cleaning contractors

Discussion Points

- Who cleans and disinfects which parts of the store? And when?
- Who completes deep cleans and outbreak cleans in the store?
- Are there protocols / product specifications / standard operating procedures in place to direct the 'new normal' way of cleaning for your contractors?
- Do you or your contractors have procedures for disinfecting of equipment and floorcare machines?



Link to example cleaning/disinfection area and machine charts





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Deep Cleaning



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Deep Cleaning

Choose Areas

Floor restoration
Food prep and counter areas
Descaling
Machines and Equipment
Coolers
Specialised areas – water pipes, vents...

Diversey Generic Recommendation:

Focus on areas which have been closed, and specialised areas which may harbour soil and virus

Correct Practices

- PPE required – gloves, mask, eye protection
- Method of cleaning – reduced spraying (to avoid droplets), solution should be applied to cloth or mop
- Cleaning practice – clean first with heavy duty detergent to remove gross soil and debris and dirt, then follow up disinfectant to remove pathogens
- Adjunct technology – possible to use steam cleaners





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Deep cleaning – Water pipes

REDUCE THE POSSIBILITY OF LEGIONELLA

FOLLOW YOUR CURRENT LEGIONELLA PROTOCOL

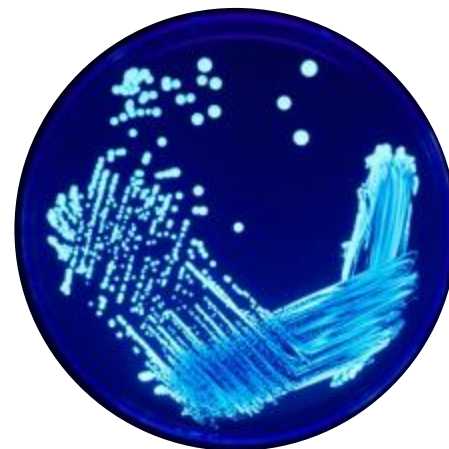
Flush at high temperatures

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.

Use FFP3 masks

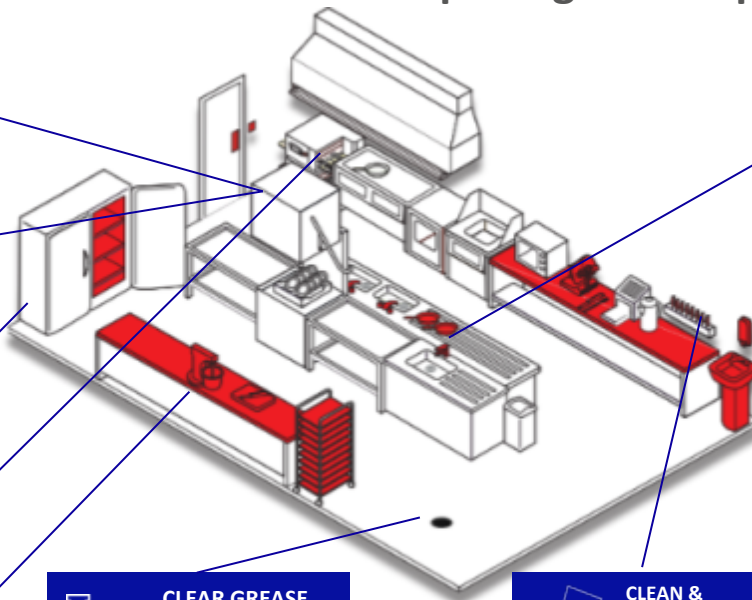




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Deep Cleaning – Kitchen and food prep areas

Before re-opening & on top of general cleaning

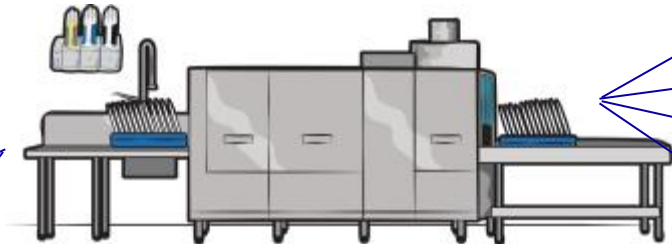




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Automatic dishwashing procedure tips

Back of house 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*

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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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Deep Cleaning – Hard floors

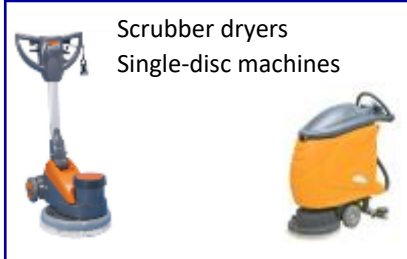
Marble & Terazzo floors crystallization without chemicals

PRODUCTS TO USE

Twister Pads



TASKI machines



Scrubber dryers
Single-disc machines

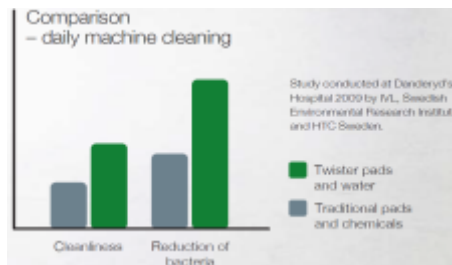


Benefits:

- ✓ Keep a **high level of cleanliness and bacterial control** on floors.
- ✓ **Free up time to focus on high touch points disinfection**
- ✓ Simultaneously increases the gloss for **365 days great looking floors** for your client and their guests. No variations in quality.
- ✓ **Reduce:** More durability reduces pad usage by 67%
- ✓ **Reuse:** Each pad uses 2.6 recycled PET bottles
- ✓ **Remove:** No chemical needed, just water !
- ✓ Offers **20-40% operational cost** reduction vs. cleaning with Standard pads and chemicals. Extends floor lifetime.



*Diversey Generic Recommendation:
Do NOT use same machine front and
back of house - use separate
machine or mop for behind counters*



3 studies prove that Twister eliminates up to 80% more bacteria than standard cleaning with traditional floor pads

IVL Swedish Environmental Research Institute

Twister Pads: Removal of Distance sticker residue



Step One

Remove sticker



Step Two

Spray heavy duty cleaner
on adhesive



Step Three

Use floor machine with red
Twister pad to completely
remove the residue

Diversey Generic Recommendation:

Check floor substrate before using

- Red pad is ideal for ceramic
- Do NOT use red pad on terrazzo



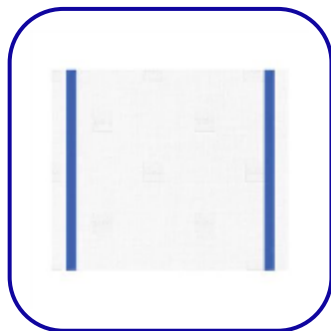
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Check out kit

To consist of...



Suma Bac D10



TASKI SUM Cloth



Mini Guide

Sneeze Guard



Hand Sanitiser

Cleaning procedure tips

Whilst open

Always ensure floors are free of debris, clean and dry

Always ensure that disinfectants are rinsed off surfaces to avoid a build up of product

Ensure that product dosing & dispensing equipment is functioning well

Always clean as frequently as your standard practice requires

Frequently clean & disinfect touch points

Ensure that cleaning practices are clearly visible to customers

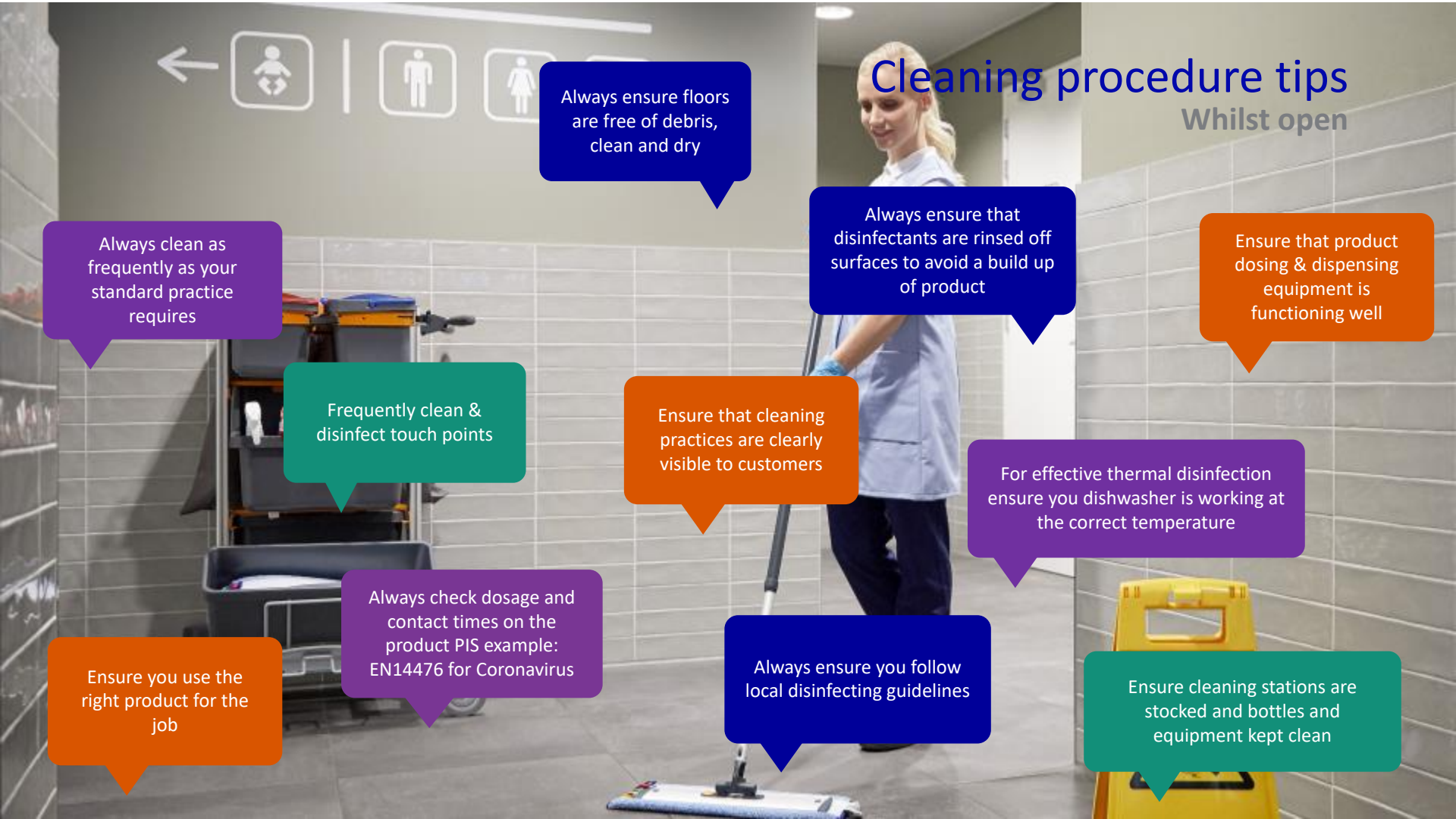
For effective thermal disinfection ensure you dishwasher is working at the correct temperature

Always ensure you follow local disinfecting guidelines

Ensure cleaning stations are stocked and bottles and equipment kept clean

Always check dosage and contact times on the product PIS example: EN14476 for Coronavirus

Ensure you use the right product for the job





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Training and application expertise

We help customers with cleaning procedures and staff training aids to use for initial new staff and on-going training. Training typically focuses on:

- Products being used safely and any related potential hazards
- How to use our dispensers and issues that impact cost control
- The best hygiene practices



Training can take the form of:

- Onsite, on-the-job training
- Online training with detailed, multi-lingual e-learning modules. Our e-learning platform simplifies training administration, taking cost out of your operation and enables consistent delivery across all employees.
- Strong application expertise to trouble shoot key areas in any operation.



Investing in your future

Training not only sets a consistent standard across your business it shows you hold equal value to both your customers and employees.

The more you invest in your team, the more you will get back.



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Prepare for enhanced personal hygiene



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Heightened awareness in personal hygiene



Hands are the main pathways of germ transmission, therefore regular **hand washing with liquid soap is one of the most vital things** you can do to help prevent and control the spread of pathogens.

Promotion and encouragement of hand washing is key: encourage frequent and thorough washing (at least 20 seconds), paying particular attention to removing soil from underneath fingernails. Repeat as necessarily in between tasks.



Facilitate and encourage hand washing

How can you help your staff

Enable

Ensure that hand wash sinks are:

- accessible
- operational
- in adequate numbers
- clearly designated for hand washing only
- fully stocked with soap and disposable towels

Place sufficient hand disinfectants:

- Washroom exits
- dining rooms & halls
- critical spots in food preparation areas
- near entrances

If possible make available reconditioning creams. Frequent hand washing can cause hands to become dry and cracked.

Ensure that hand washing water temperature is appropriate
(refer to local regulation)

Train

Encourage thorough hand washing (at least 20 seconds) paying particular attention to removing soil from underneath fingernails

When should you wash your hands

Before

- starting to work with food
- (re)entering food preparation area
- putting on gloves

After

- handling raw food
- handling soiled utensils or equipment
- handling waste
- taking a break or eating/drinking
- coughing or sneezing or touching face, ears or body parts
- adjusting / taking off face mask
- change of all task
- handling packaging
- using the toilet
- handling money
- cleaning
- taking off gloves – glove use does NOT replace need for hand washing!
- **whenever they are dirty**

Remind

Post signs encouraging good hand hygiene practices



Re-train and remind

Good personal hygiene practices



Cover your nose and mouth
when coughing or sneezing



Use a tissue and dispose of
once used



Always perform hand
hygiene after coughing,
sneezing, or disposing of
tissues



And keep in mind:

- Keep your hands away from your mouth, nose and eyes
- Avoid contact with individuals at risk or already visibly sick
- Perform hand hygiene immediately if you come in contact with blood or body fluids from another person
- Post reminder posters on good personal hygiene practices in visible places
(digital version of these can be supplied by your sales representative)





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Hand Hygiene Options
Your partner for protecting every moment

**HYBRID, TOUCHLESS, MANUAL
& BULK
DISPENSERS**

**EXTENSIVE LIQUID AND FOAM
PRODUCT
OPTIONS FOR SAME DISPENSER**

- GENERAL PURPOSE
- ANTIMICROBIAL
- HAND DISINFECTANT
- RECONDITIONING



TRAINING MATERIALS

**ONSITE SIGNAGE AND
SUPPORT MATERIALS**





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Protect your customers

Give your customers peace of mind & the possibility to comply to optimal hygiene.

- With access to hand disinfectants at the entrances via hand hygiene stations
- Single use wipes available for customers to use on trolleys and baskets



**Hand hygiene
station with alcohol hand rub
for the entrances**



**Make available
single use
disinfection wipes
near the entrances**

**Alternatively spray
and disposable paper
towel**



*please refer to manufacturers guidelines on
cleaning of touch screens





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Protect your customers

Support your customers practicing proper hygiene in your washrooms

Offer your customers:

- ✓ Hand soap, skin conditioner
- ✓ Paper towels
- ✓ Sign showing “How to wash hands”
- ✓ Waste bin near sink, so customers can turn off the taps with a paper towel
- ✓ Waste bin near door, so customers can use paper towels to open the door





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Reassure & protect your staff

It's important to **reassure employees** and inform them of the risk assessment and corrective measures in place to follow in order to protect themselves by reducing the risk.

And don't forget to *thank your employees for their ongoing contribution and commitment.*



Health screening

Should you be at work today?



- Employees who have symptoms of acute respiratory illness are required to stay home until they are free of (signs of a) fever, and any other symptoms for at least 24 hours.
- If an employee tests positive for COVID-19, **follow your local health authority's guidelines and requirements.**
- Employees who have a sick family member at home with COVID-19, should notify their supervisor.
- Employers need to inform employees if another employee is confirmed to have COVID-19 infection (but maintain confidentiality as required by law)
- In general, any of the following symptoms should trigger immediate ban from the premises: vomiting, diarrhea, stomach cramps, nausea and fever.





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Tips for maximising social distancing for staff

If the nature of the work permits, staff working on site should follow the guidance and keep the interpersonal distance as far as possible.

- Limit the number of crew working in an area
- Try maintaining a minimum recommended distance (follow local advice) and clearing pathways to move freely and safely
- Face masks might be required when maintaining the minimum distance is not possible
- Respect the minimum distance also during breaks
- Ventilate workspaces well (if possible or use well-maintained air-conditioning)





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Enable your staff



Suma Bac D10

Concentrated food-safe liquid detergent sanitiser for cleaning and sanitising equipment, work surfaces, floors and walls



TASKI Sani 4 in 1

Concentrated cleaner, descaler, disinfectant & deodorizer
For all acid and water resistant hard surfaces



Bacti Hand Soap

Ready to use bulk fill hand soap that can be used in both front and back of house.



Soft Care Des E Spray

Ethanol based alcohol hand bulk fill sanitiser gel for waterless skin disinfection.



When life is **clean,**
maintained
and hygienic

the world works as it should