



Let's live!

Ready to welcome your guests

General Cleaning and Disinfection Guide for Hotels

* Please be informed that 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.



Safe and welcoming hotels

Reassure guests, train staff and rebuild trust

There is a need to ensure that the stay of your guests and working environment of your staff is safe. Failing to reduce the risk may result in loss of business, risk to your brand value, reduced workforce efficiency and even lives. This guidance is to ensure you have everything in place to rebuild trust.



New Heights of Healthy



Make the invisible ***visible*** and create an **enhanced guest experience**

Reassure guests and staff: you are ready to re-open!



Safe and welcoming hotels

Are you ready to open and welcome your guests?

Welcoming and Healthy environment

PRE OPENING

Deep Cleaning: Healthy Environment



Deep Cleaning: Welcoming Environment



Enhanced cleaning and disinfection in your operations

PRE OPENING

REOPENING

Prepare for Enhanced cleaning needs



Prepare for Enhanced Disinfection Needs



Protect your people and guests and enhance guest experience

PRE OPENING

REOPENING

Guest path: reassure guests



Reassure staff: show that you care



Provide Expertise and Monitor Compliance



Ready to Reopen

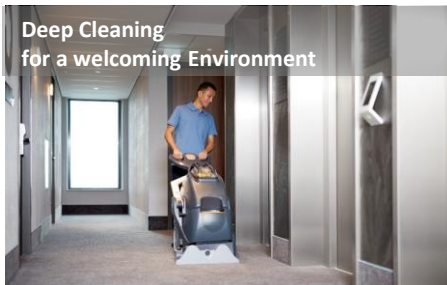
Guidance on cleaning operations before opening and following Enhanced Operating Procedures to create a welcoming and safe environment for your guests and staff

Before Opening:
From Now till Day 0



Deep Cleaning
for a healthy Environment

Specific key areas of your hotel to clean after the outbreak to ensure a healthy environment before reopening



Deep Cleaning
for a welcoming Environment

Use this low occupancy time in the hotel to deep clean carpets and floors, and to perform heavy descaling and odour control



Prepare for Enhanced Disinfection Needs

Add that extra step to re-assure guests and staff; use **our 2-step Enhanced Operating Procedures for Housekeeping**, with operational guidance

Reopening:
Day 1 & on going



Guest Journey: Reassure Guests

Enrich guest experience, with purposeful communication and extra care



Reassure Staff: Show that you care

Help your staff adjust to the new normal with the right enhanced cleaning guidelines training



Monitor compliance

Monitor and Maintain the Highest Standards of Hygiene



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



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 providing a renewed and welcoming atmosphere so that guests can feel welcome, safe and be surprised by a great first impression...

HOUSEKEEPING

- CARPET DEEP CLEANING
- SHINY HARD FLOORS
- HEAVY DESCALING
- MOULD AND MILDEW REMOVAL
- ODOUR CONTROL

F&B

- HEAVY DESCALING
- MOULD & MILDEW



Prepare for Enhanced Disinfection Needs

Housekeeping for an excellent guest experience

We recommend a 2-step approach:

1. Best in class cleaning with Room Care (like today)
2. Followed by a disinfection of all high touch points – after every exit – with an effective sanitizing product like Oxivir Excel, Suma Bac D10 or TASKI Sani 4in1
3. Dispose of dirty cloths after each room

Benefits:

- **Extra reassurance:** highly effective disinfection
- Keep the **high level of cleanliness and freshness** that guests expect (cleanliness and odour control are key contributors to the overall impression of "health and safety")
- Maintain the **highest sustainable standards** with eco-labeled cleaning solutions, and the premium sustainability profile of hydrogen peroxide, that breaks down into oxygen and water

Efficient Sustainable Housekeeping Guide

Powered by Room Care™ – Products to use

The infographic includes a checklist of cleaning tasks for various areas of a room, such as the bathroom, bedroom, and living area. It also features a 3D illustration of a hotel room with a person cleaning. A small image of a cleaning cart is shown at the bottom right.

ENHANCED GUEST ROOM CLEANING IN CASE OF OUTBREAK

BEFORE CLEANING

- Sanitize hands
- wear gloves

Utilize a broad spectrum cleaner/disinfectant for example:

Oxivir Excel*

- Dosage: 2%
- Contact time: 5min
- 1 push of 100ml for Oxivir Excel 500 ml spray bottle
- 1 yellow microfiber cloth for the bedroom / bathroom
- 1 yellow microfiber cloth for the washroom

WHEN?

After every exit

Key high touch points

- AC controller
- Room accessories (kettles, iron, hair drier)
- Switches
- Armchairs/armrest
- Table tops
- Balcony rail
- Safe
- Coffee machines
- Bathroom sink
- Door handles
- Toilet seat, flush, splash wall, flush, toilet brush
- Furniture handles
- Shower control, taps
- Lamp toggle switch
- Soap dispensers (loaded, in good order, clean)
- Mini bar
- Shower head
- Phone
- Remote control

AFTER CLEANING

- dispose dirty cloths into the laundry bag
- Discard used gloves
- sanitize hands

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



Prepare for Enhanced Disinfection Needs

Kitchen cleaning for enhanced food safety

We recommend a 2-step approach:

1. Use your current cleaning procedures
2. Followed by a disinfection of all high touch points front of house & back of house
3. Dispose of dirty cloths
4. Reassure guests by communicating use of high grade disinfection for a safe and welcoming stay

Reinforce daily cleaning procedures:

- **in-depth** cleaning and disinfection
- reinforce and **train your staff** on daily cleaning and hand hygiene discipline (HACCP)
- ensure proper equipment cleaning - this includes utensils, trays, food containers and small equipment
- clean all food and non-food contact surfaces, including areas frequently touched by hands

ENHANCED KITCHEN CLEANING IN CASE OF OUTBREAK

Utilize a cleaner disinfectant no perfume, for example

Suma Bac D10

Dosage: 1.5%
Contact time: 5min

Yellow Suma Lavette to clean and disinfect
Blue Suma Lavette to rinse

Rinse thoroughly with clear water

After every service **WHEN?**

BEFORE CLEANING

- Wash hands
- Wear gloves

Key high touch points

- Door handles
- Switches
- Dispensers (loaded, in good order, clean)
- Food contact surfaces
- Hand contact areas
- Taps
- Utensils

AFTER CLEANING

- Dispose dirty cloths into the laundry bag
- Discard used gloves
- Wash hands

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Prepare for Enhanced Disinfection Needs

Laundry- enhanced washing procedures

To prevent cross contamination, follow infection prevention procedures for handling linen*

1. Always wear PPE
2. Collect items from rooms by main classification in different bags to prevent sorting in the laundry
3. Minimise agitation while transporting bagged dirty linen to laundry
4. Change from pre-spotting to post-spotting

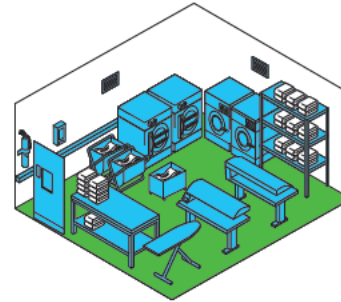
For the wash process itself, use the recommended Enhanced Clax programme for thermal or chemo-thermal disinfection*

Clean and disinfect critical touch points in the laundry

**In line with local public health guidelines*

Cleaning and disinfecting guide

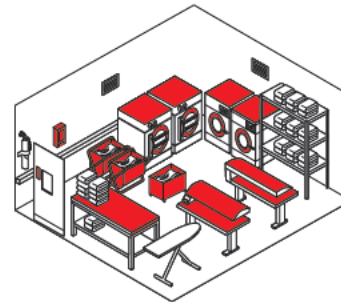
Instructions for cleaning with an extra disinfection step for key touch points



General surface cleaning:

Room Care R3 plus Pur-Eco
Use: Glass & multisurface cleaner
Dosage: 2-4%

Room Care R10 plus Pur-Eco
Use: Floor cleaner
Dosage: 0.6%



Key touch points for disinfection

For recommended disinfectants get in touch with your local sales representative



All handles (not only doors)



Switches



Shelves



Tables top



Washing machine window and top –
In case of suspected case, door seal and door
handle after every wash



Linen cart – in case of suspected case, after
every use



Dispensers (loaded, in good order, clean)



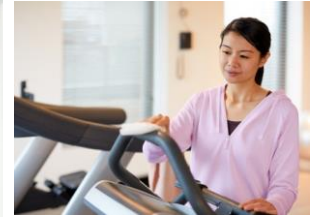
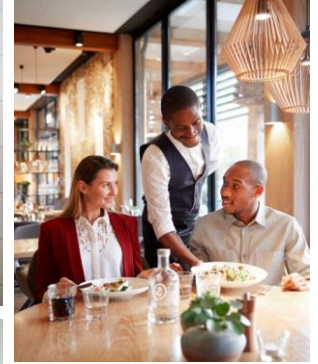
Guest Journey: Reassure Guests

Where we can help

NEW HEIGHTS OF HEALTHY

Make the invisible visible and provide enhanced Guest Experience

A complete mapping of our solutions along the Guest Journey from the booking to the departure including the arrival, public areas, guest room, restaurant & bar, leisure and business areas.





Guest Journey: Reassure Guests

Guest Communication & Extra Care

Provide “extra care moments” to make your guests live an Enhanced Experience and communicate along the guest journey to show that nothing matters more than health

- A comprehensive guest contact points journey is available in our reopening pack
- Contact points for guests cover all reassurance moments, from booking to departure
- We have cross sector end customer communication materials
- We can provide you with our Well hotel programme for communication moment throughout the guest journey.

Few examples:





Reassure Staff: show that you care

Staff morale and commitment are of second-to-none importance in a successful reopening programme.

- ☑ **Reassure employees** and inform them of the risk assessment and corrective measures in place to follow, to ensure best-in-class risk management.
- ☑ **Enable employees** by providing them the PPEs, training, tools and guidelines they need.

Solutions:

- **Enhanced Operating Procedures** and **Wall charts**
- Enhanced **Hand Hygiene** and **Skin care** access and guidelines
- The right **PPEs**
- Show that you care by providing easy access to **non-food spill kits**





Training

Enhanced Operating procedures and wall charts

1. Enhanced Procedures

Enhanced Operating Procedures have been created per area, to help you train your teams on new cleaning protocols. Example below. Full view available in the reopening programme

Sl	Department	Guest touch points/ critical cleaning points	When	When (outbreak)	Who
1	Public areas	Entrance Hotel Lobby	every time guests walk in	every time guests walk in	Every guest coming in
2	Public areas	Reception desk / security card/key	NA	after each check in	Person that is on duty at the reception
3	Public areas	key cards for guests	NA	Every card before handout	Person that is on duty at the reception
4	Public areas	Smartphones guests	NA	Every check in	Person that is on duty at the reception
5	Public areas	Elevator knobs/display outside inside	Daily	Every hour with Oxivir Excel Foam	Housekeeping

2. Wallcharts + videos main areas

14 enhanced cleaning wall charts covering the following areas:

- Hotel entrance and vehicle transfer
- Reception
- Luggage area
- Guest room
- Public washrooms
- Kitchen
- Restaurant and bar
- Executive lounge
- Leisure areas
- Swimming pool
- Kids' club
- Meeting rooms
- Laundry
- Staff facilities

ENHANCED GUEST ROOM CLEANING IN CASE OF OUTBREAK

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After every exit

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

the world works as it should