

HOSPITALITY SAFETY MEASURES – COVID-19

"I have faith in the strength and resilience of ordinary South Africans, who have proven time and time again – throughout history – that they can rise to the challenge.

**We shall recover.
We shall overcome.
We shall prosper"**

- President Cyril Ramaphosa

This document is created by FEDHASA in conjunction with industry partners to provide hospitality and accommodation establishments guidelines in a Covid-19 era. The document highlights both mandatory and recommended actions to be implemented by owners and managers. As far as possible these recommendations have been developed to be suitable to a large variety of hospitality properties.

TABLE OF CONTENTS

Preparation – Annexure A	1
Section 1 – Preparation For The Return Of Staff To Properties Post Lock Down	1
1. Preparation	1
PPE Equipment, Chemicals & Signage	4
Section 2 – PPE For The Safety Of Staff And Guests In Properties Post Lock Down	4
2. PPE, Equipment, Chemicals And Signage	5
3. Examples Of PPE	5
4. Examples Of Signage	6
Training & Human Resources	7
Section 3 – Information And Preparing Staff To Return To Work Post Lock Down	7
5. Information And Training	8
6. Covid-19 – What Is It?	8
7. How Does Covid-19 Spread?	8
8. How Do We Mitigate These Risks?	8
9. Hand Hygiene: As Per World Health Guidelines	9
10. Wearing Masks	10
11. When Do You Need To Wash Your Hands	12
12. How To Wash Your Hands Effectively	13
13. Hand Hygiene – Sanitising: As Per World Health Guidelines	14
14. Face Mask As Per Department Of Health Guidelines	14
15. When To Use Gloves?	15
16. Human Resources	15
Section 4 – Arrival Of Staff And Guests	16
1. Arrival Of Staff	16
2. Arrival Of Guests	17
Section 5 – Public Area, Back Of House, Waste Area And Guest Bedrooms	19
Public Areas	19
Back Of House And Waste Areas	20
Guest Bedrooms	20
Section 6 – Food & Beverage	22
Food And Beverage	22
Section 7 – On Premise Laundry	25
1. Training For On Premise Laundry	25
2. Processing Of Linen And Towels For On Premise Laundry	26
Section 8 – Off Premise Laundry	29
3. Training For On Premise Laundry	29
4. Processing Hospitality Linen	29
Section 9 – Sources	30

Key -  indicates mandatory



PREPARATION

SECTION 1 – PREPARATION FOR THE RETURN OF STAFF TO PROPERTIES POST LOCK DOWN

This document is a guideline for industry partners, there are sections that are mandatory and this has been indicated on the document. The management of the establishment should adopt a responsible attitude to address the health threat of COVID 19.

The Team should make sufficient human and economic resources available to ensure that a risk assessment is conducted to establish the exposure risk to employees, guests, and outsourced workers, and that an informed action plan can be implemented rapidly and effectively.

The action plan should include all control measures deemed necessary to mitigate or control the risk of exposure in accordance with the hierarchy of controls, and will be determined in collaboration with local health authorities.

The implementation of the action plan and the effectiveness of the control measures undertaken should be evaluated frequently to verify compliance, identify and correct ineffective controls, and adapt the plan to practical experience.

A Crisis Team, involving members of each relevant department must support Management in the implementation of the action plan and timely identification of required adjustments.

The purpose of this section is to provide management a guide for the preparation of properties for the safe return of staff and guests.

See Annexure A - Risk assessment



1. PREPARATION

MANAGEMENT BRIEFING

How will our operation “gear up” to receive staff and guests?

The risk assessment and action plan must be assessed to identify critical control measures as may be deemed necessary. These may include, but are not limited to: (Annexure A - Risk assessment)

- Training
- Amended human resources protocols
- Sanitization of all areas
- Heating all hot water systems to 60 degrees
- Flushing of all hot and cold water systems
- Daily temperature recording and active screening of staff
- Self-assessment screening of staff
- Opening windows
- Water and power – water tests
- Drainage
- Fridges
- Pest control
- Waste area
- Hotel bedrooms
- Food purchases and safe receiving
- On premise laundry – temperature check +70 degrees
- Purchase of PPE
- Disposal of PPE
- Security role
- Restaurant service
- Staff meals
- Dish washing – temperature check + 70 degrees
- Allocation of duties
- Rostering teams
- Installation of physical barriers where practical
- Hotel-check in screening questionnaire
- Medical surveillance

TRAINING WITH MANAGEMENT

To include but not limited to:

- What is Covid 19? Refer to Annexure C
- What are the risks to the employee and the guest
- What is being done to protect the employee and the guest
- How can employees protect themselves against Covid 19?
- Hand Washing
- Hand sanitization
- How to safely don and doff PPE and dispose of
- Key Touch Points
- Safe handling crockery and cutlery
- Safe handling credit cards and credit card machine
- On Premise Laundry handling
- Off Premise Laundry handling
- Safe handling of guest and staff laundry

TRAINING

- Training room identified
- Trainer identified
- Social distancing in training room
- Training material available
- Training equipment available
- Training registers



HUMAN RESOURCES POLICIES AND PROCEDURES DISCUSSED

To include but not limited to:

- Property internal HR policies with regard to Covid 19
- Include strict sick leave policies
- Amendment of disciplinary codes to include the non-compliance of Health and Safety Protocols in the work place
- Specifications around remote work where possible, enforcing virtual meetings

MEDICAL SURVEILLANCE

- A register of staff reporting for work will be completed daily refer to Annexure E & Annexure F 

DEMARCATON

- Social distancing demarcation staff restaurant and back of house elevators
- Safe social distancing areas agreed and areas demarcated
- Staff restaurant social distancing demarcation
- Social distancing demarcation staff entrances
- Social distancing demarcation reception area
- Social distancing outside and inside elevators
- Social distancing demarcation hotel transportation for staff and guests where provided

POSTERS PRINTED AND DISPLAYED

- Hand Hygiene
- Removal of PPE
- Hand sanitization
- What is Covid 19?
- On Premise Laundry Handling
- No Entry signs (no entry into On Premise Laundry as an example see poster)
- No hugging
- Elevator sign
- Social distancing sign
- How the employee can protect themselves





PPE EQUIPMENT, CHEMICALS & SIGNAGE

SECTION 2 – PPE FOR THE SAFETY OF STAFF AND GUESTS IN PROPERTIES POST LOCK DOWN

The purpose of this section is to provide management a guide of PPE, equipment, chemicals and signage required for the safe return of staff and guests.

2. PPE, EQUIPMENT, CHEMICALS AND SIGNAGE

The safety of staff and guests against the Coronavirus will continue to be a very important aspect to keep the virus at bay. It is therefore important that staff have the correct PPE, equipment and chemicals to keep staff and guests safe.

Some PPE listed below is mandatory and will be indicated:

PPE

- Face masks – reusable or disposable (M)
- Face shield
- Gloves (M)
- Shoe covering – on premise laundry and bedrooms (M)
- Infra-Red non-contact thermometer (M)



- Disposable aprons
- Disposable gowns
- Boiler suits
- Plastic bags

EQUIPMENT

- Steam machine
- Sneeze guard

CHEMICALS & CONSUMABLES

- Cleaning Chemicals and disinfectants used must be effective in killing enveloping viruses (M)
- Colour coded cloths (M)
- Paper hand towel (M)
- Sanitising wet wipes
- Hand Sanitiser (M)
- Fogger
- Bio Spill kit (M)
- Disposable plastic bags (M)
- Reference to Annexure B.

SIGNAGE (M)

- No entry – example – no entry sign into on premise laundry area (see diagram)
- Social distancing
- No hugging
- Hand washing
- Hand sanitizing
- How to remove PPE
- Reference to Posters 1 to 6

3. EXAMPLES OF PPE



It must be noted that **some people are allergic** to latex and alternatives must be provided.



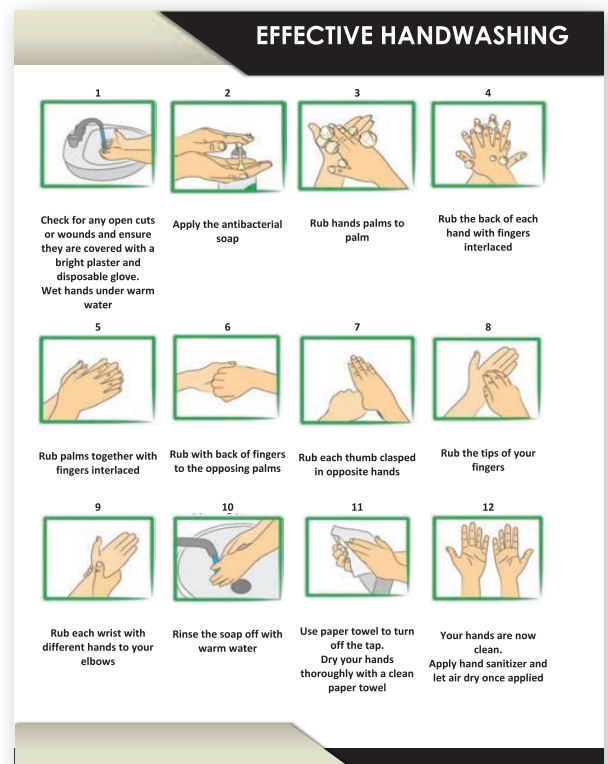
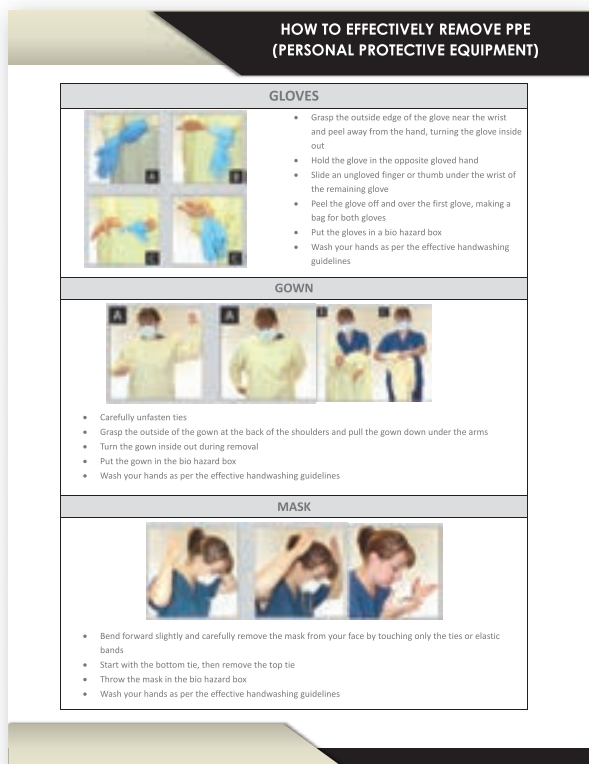
Shoe covers to be worn in the laundry in the PPE zone.



Boiler suits can be used as an alternative to disposable gowns, they can be rented from First Garment Rental.



4. EXAMPLES OF SIGNAGE





TRAINING & HUMAN RESOURCES

SECTION 3 – INFORMATION AND PREPARING STAFF TO RETURN TO WORK POST LOCK DOWN

The purpose of this section is to provide management a guide to prepare staff for their safe return to work and for a safe environment for all guests.

There will be a greater understanding of the Covid-19 virus as well as processes on how to prevent the spread of this virus.

Training and Human Resources policy and procedures pertinent to your property is to be discussed, updated and if necessary documented.

Some of the information below is based on information from the Department of Labour, the WHO (World Health Organisation) guidance on infection prevention and control strategies. Fedhasa embraces the guidelines and corporate policies of the World Health Organisation (WHO), the SA Department of Health, the National Institute for Communicable Diseases (NICD), The Department of Labour and industry partners.



5. INFORMATION AND TRAINING

During lockdown, many of our colleagues made mention of the conflict between customer and staff. It is suggested that hotels that have internal training on Conflict Resolution revisit this training and adapt to the current situation.

Constant re-enforcement is important as staff do become complacent with regard to social distancing, sanitising, the wearing of face masks and hand sanitization.

6. COVID-19 – WHAT IS IT?

(ANNEXURE C and ANNEXURE D)

- The COVID-19 is an infectious condition, which means it can be spread, directly or indirectly, from one person to another
- It involves the upper respiratory tract (nose, throat, airways, lungs)
- Almost 80% of people have mild symptoms and recover from the disease in 2 weeks. Most of the symptoms can be treated with timely medical care

7. HOW DOES COVID-19 SPREAD?

- When someone who has COVID-19 coughs or exhales, they release droplets of infected fluid
- Most of these droplets fall on nearby surfaces and objects - such as desks, tables or telephones
- People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth
- If they are standing within one metre of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them

8. HOW DO WE MITIGATE THESE RISKS?

- Standard precautions include regular, thorough hand hygiene and respiratory hygiene (cover nose and mouth with a tissue or elbow when coughing or sneezing)
- Equipment, chemicals and hand sanitation products must always be available
- Cleaning and sanitation of surfaces and environments. Disinfect surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) regularly and after each contact
- Encourage social distancing and reduced human contact
- Insist that symptomatic persons stay away from work and self-isolate
- Identify persons at risk early and respond appropriately
- Respond appropriately to a case of COVID amongst staff
- No employee must be allowed to work with any sign of flu and become a risk for others by spreading the virus



9. HAND HYGIENE | AS PER WORLD HEALTH GUIDELINES

- When entering the building / office complex
- After contact with a touchpoint of a colleague or resident- (furniture, pen, electronic signing pad, documents, bank cards, money, handles, remotes and cellphones, etc.)
- Before eating or drinking,
- After cleaning an area, and after toilet use
- Perform hand hygiene after contact with respiratory secretions

Hand hygiene includes:

- Cleansing hands with an alcohol-based hand rub or with soap and water
- Alcohol-based hand rubs are preferred if hands are not visibly dirty
- Wash hands with soap and water when they are visibly dirty
- The effective prevention of spreading of infection, depends on appropriate hand hygiene and human behaviour (NO SHORTCUTS)
- It is important to ensure environmental cleaning and disinfection procedures are followed consistently and correctly



10. WEARING MASKS

- The best way to prevent illness is to avoid being exposed to this virus. Regular hand washing and sanitising and avoiding touching the face are imperative
- The World Health Organisation does not recommend that people who are well wear a face mask to protect themselves from respiratory diseases, including coronavirus (COVID-19)
- A surgical mask is loose-fitting, and particle droplets may enter from the sides. It may be effective in blocking splashes and large-particle droplets but does not filter or block very small particles in the air that may be transmitted by coughs and sneezes
- Importantly, a surgical mask offers no protection to the eyes
- A mask is more likely to give the wearer a false sense of security and make him or her less vigilant about touching their face. When removing the mask, the hands will come in to contact with any possible particles that have stuck to the outside of the mask and these are then directly transmitted to the wearer

USE OF CLOTH FACE-MASKS BY MEMBERS OF THE GENERAL PUBLIC IN SOUTH AFRICA DURING THE COVID-19 PANDEMIC

- There has been much debate globally and locally about whether members of the general public should be advised to wear face-masks during the Covid-19 pandemic. As the epidemic unfolds, support for the wide use of cloth face-masks, including for people who are not ill, is growing. The main benefit of everyone wearing a face-mask is to reduce the amount of Coronavirus (or Influenza virus) being coughed up by those with the infection thereby reducing its spread through droplets
- Since some persons with the Coronavirus may not have symptoms or may not know they are infected, everyone should wear a facemask
- **The National Department of Health therefore recommends that everyone in South Africa should wear a cloth face-mask (also known as a non-medical mask) when in public. Commuters travelling in taxis and other forms of public transport, as well as people spending time in spaces where physical distancing is difficult to practice, are particularly encouraged to wear cloth face-masks**
- **The following should be noted**
Cloth face-masks are recommended as part of respiratory hygiene or etiquette which also includes coughing and sneezing into a bent elbow or a tissue (with proper disposal of the tissue)
- The use of cloth face-masks does not reduce the need for other prevention strategies and should never be promoted separately from hand-washing (or sanitising), physical distancing and other components of cough/sneeze hygiene
- **The public should not use surgical (medical) or N-95 respirator masks**
Surgical masks and N-95 masks are critical supplies that must be reserved for healthcare workers and other medical first responders. The public is strongly discouraged from using these masks
- **Cloth face-masks need to be worn and cleaned properly**
The face-mask must cover the nose and mouth completely. Face-masks should not be lowered when speaking, coughing or sneezing



- **How the properly use a cloth mask**

It is very important that cloth masks are used correctly. Incorrect use might result in users putting themselves at risk of spreading Covid-19

Guidelines for use are as follows:

1. Only use a mask that has been washed and ironed.
2. Wash your hands before putting the mask on.
3. Place the mask with the correct side facing your face, and ensure that it covers both your nose and mouth properly.
4. Tie the strings behind your head, or if you are using elastic bands, make sure these are tight.
5. Make sure it fits well. Move it around to get the best fit. Never touch the cloth part.
6. Once you have put on the mask, DO NOT TOUCH YOUR FACE again until you take it off.
7. When you take it off, undo the ties, and carefully fold the mask inside out, hold it by the strings/elastic and place the mask in a container reserved for washing the cloth mask.
8. Wash your hands thoroughly and dry before doing anything else.
9. Wash cloth masks with warm soapy water and iron when dry.
10. You must have at least two cloth masks per person so you will be able to wash one and have a clean one ready for use.
11. Masks should be washed with soap and hot water, rinsed thoroughly and ironed

- N95 Respirators are highly specialised and for use by doctors and nurses who are dealing with confirmed sick patients



11. WHEN DO YOU NEED TO WASH YOUR HANDS



After using the toilet, urinal or anytime you visit the restroom for any reason.



After touching your face, hair, clothes or any part of your body.



Before serving food, beverages, setting or waiting tables.



After handling a tissue or handkerchief.



After cleaning, washing dishes or bussing tables.



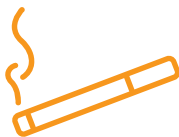
After sneezing, coughing or scratching any part of your body.



Before putting gloves on or anytime you take gloves off



Before and after handling or preparing any food item.



After smoking, chewing gum or chewing.



After using the toilet, urinal or anytime you visit the restroom for any reason.



After eating, drinking and after breaks.

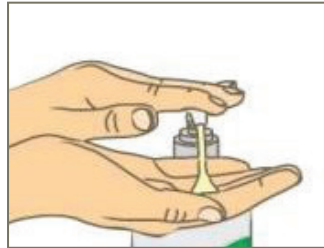


12. HOW TO WASH YOUR HANDS EFFECTIVELY

Check for open cuts or wounds and ensure they are covered with a bright plaster and disposable glove.



Wet hands under warm water.



Apply the antibacterial soap.



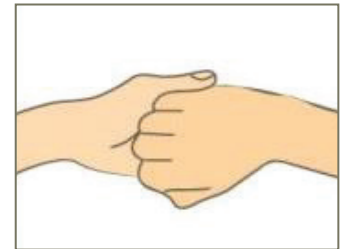
Rub hands palm to palm.



Rub the back of each hand with the fingers interlaced.



Rub palms together with fingers interlaced.



Rub with back of fingers to the opposing palms.



Rub each thumb clasped in opposite hands.



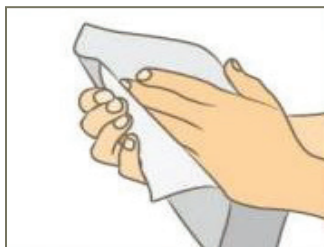
Rub the tips of your fingers.



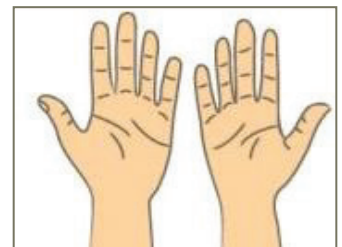
Rub each wrist with different hands to your elbows.



Rinse the soap off with warm water.



Use paper towels to turn off the tap. Dry your hands thoroughly with a clean paper towel.



Your hands are now clean. Apply Sanitiser and let air dry once applied.



13. HAND HYGIENE – SANITISING: AS PER WORLD HEALTH GUIDELINES (M)



Take a coin sized drop on your palm.



Spread Sanitiser and rub palm together.



Rub tips of each hand with palm of other hand.



Rub hands together until they are dry.

14. FACE MASK AS PER DEPARTMENT OF HEALTH GUIDELINES (M)

Why must I use a cloth face mask when going out in public?



The main benefit of everyone wearing a face mask is to **reduce the amount of Coronavirus or Influenza virus droplets being coughed up by those with the infection**. Since some persons with the Coronavirus may not have symptoms or may not know they have it, everyone should wear a face mask.

health
DEPARTMENT OF HEALTH
REPUBLIC OF SOUTH AFRICA

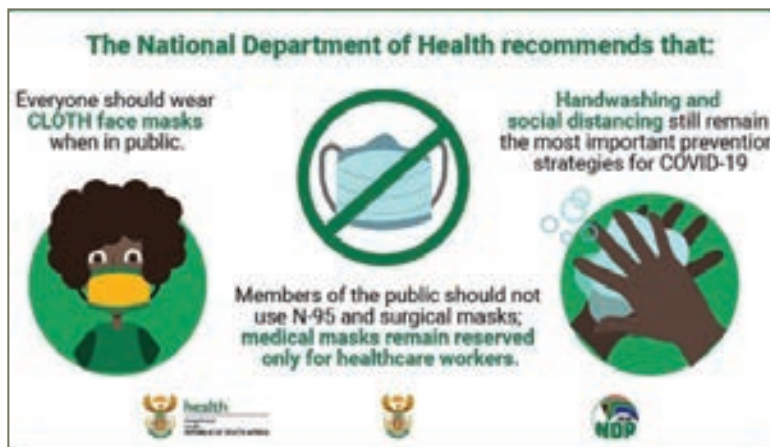


How to use a cloth face mask:

- The face mask must cover the nose and mouth completely.
- Face masks should not be lowered when speaking, coughing or sneezing.
- Face masks should not be repeatedly touched – fidgeting with the mask repeatedly is strongly discouraged.
- The inner side of the mask should not be touched by hands.
- Wash hands after removing the face mask.
- Wash cloth face masks with warm soapy water and iron when dry.
- Each person will need to have at least 2 face masks so that one face mask is available when the other is being washed.

health
DEPARTMENT OF HEALTH
REPUBLIC OF SOUTH AFRICA





15. WHEN TO USE GLOVES?

- Infectious disease doctors warn that disposable gloves, like face masks, offers a false sense of security and are not recommended for daily use
- Experts stress that practicing good hand hygiene is still the best way to prevent the spread of COVID-19
- Cleaning attendants must, as they have always done, use gloves when cleaning bathrooms and toilets
- Cleaning attendants must use gloves when stripping soiled linen from beds
- Cleaning attendants must use gloves when placing linen in bags for transportation to an outsourced laundry or when placing soiled linen in a washing machine at an on-premise laundry

For more information visit https://www.who.int/gpsc/5may/Glove_Use_Information_Leaflet.pdf

16. HUMAN RESOURCES

It is important that the Human Resources Department are familiar with all the Department of Labour communication regarding Covid 19.

The Human Resources Department can give staff guidance on UIF claims, social wellbeing of all staff and are familiar with the processes as communicated by the Department of Health and the National Institute for Communicable Diseases (NICD).

Refer to the following websites for ease of reference:

<https://www.nicd.ac.za/diseases-a-z-index/covid-19/covid-19-guidelines/>

<https://www.ufiling.co.za/uif/>

<http://www.labour.gov.za/>

<http://www.labour.gov.za/DocumentCenter/Publications/Occupational%20Health%20and%20Safety/COVID-19%20Guideline%20Mar2020.pdf>





ARRIVAL OF GUESTS AND STAFF

SECTION 4 – ARRIVAL OF STAFF AND GUESTS

The purpose of this section is to provide guideline to management for the arrival of staff at staff entrance and guests into our properties.

1. ARRIVAL OF STAFF (Annexure E and Annexure F)


The processes below are mandatory for all staff arriving for work. (M)

- Safe social distancing demarcation at all staff entrances. Staff must constantly be reminded to keep a safe social distance
- All staff reporting for work will have to have their temperature taken and this must be recorded. It is suggested that this process is allocated to a responsible manager who fully understands the protocols documented by the National Institute for Communicable Diseases (NICD)
- Records are to be kept and any staff member showing signs of a temperature may not be permitted onto the property
- Staff will have their shoes, clothes, handbag, cell phone and face mask sprayed with a sanitising spray
- The staff member may then proceed to the staff bathrooms to wash and sanitise hands, change into work cloths and then wash and sanitise hands again. On job Training, of this process must be conducted during the training sessions



- It is suggested that staff cell phone numbers are recorded and together with the IT Department a reminder SMS or WhatsApp message is sent to staff every half hour to wash or sanitise hands as a constant reminder and to keep staff safe.
- Housekeeping training records kept on the correct cleaning methodology for public areas, back of house areas, restaurant, kitchen and guest bedrooms.
- Only detergents containing a disinfectant will be used in all areas and together with the disinfectant detergent all surfaces and touch points will be sanitised. A record will be kept by the cleaning attendant of cleaning and sanitising schedules.
- Shift rosters to be discussed with managers and supervisory staff to ensure limited contact with people. It is advised that staff are rostered into two teams with limited to no contact with one another. In the event that one member of the team falls ill, the whole team must be isolated. Please note that the risk of external infection obviously still remains.
- Consider having two staff change rooms and stagger the arrival and departure times of each team coming on duty of going off duty to ensure no "cross contamination" or socializing in the change rooms.
- After each staff change over all touch points must be sanitised.
- Staff members that can continue to work remotely must continue to do so.
- Areas that are not in use, for example: meeting rooms must be locked and are out of bounds, this assists unnecessary sanitising.
- Staff meetings and numbers must be kept to an absolute minimum with conference call between departments taking place or if face to face meetings need to take place, ensure that social distancing takes place and sanitization before and after the meeting.

2. ARRIVAL OF GUESTS

- You will need: 
 1. Face Mask or Face Shield
 2. Non-contact thermometer
 3. Caps Sanitiser
 4. Guest Screening Questionnaire (Annexure G)
- All guests arriving at our properties must be treated with kindness and respect but they are to understand that we will do everything possible to ensure the wellbeing of all persons on the property and as such all safety protocols must be followed.
- It is not business as usual.
- Social distancing demarcation at all entrances and reception areas will be adhered to and security personnel are to be trained to enforce social distancing.
- Guest luggage will be sanitised on arrival, guest shoes, hands will be sanitised and it is recommended that a face mask is handed to the guest on arrival in accordance with the instruction from the Department of Health dated 17 April 2020.
- A guest screening station to be set-up in wind lobby or main entrance to the hotel building and every guest, before being allowed to check-in must complete the 'Guest Screening' document and have their temperature taken with a non-touch thermometer or IR scanner.
- The screening station will be manned by a member of the hotel management team and every guest must sanitise their hands before interacting with hotel staff. The hotel employee at the screening station must wear full PPE (mask, gloves and apron).
- Once cleared, the guest may proceed to reception to check-in.



- Guests should be required to complete a check-in questionnaire to assess if they have any flu-like symptoms. Guests that present flu-like symptoms should not be allowed to reside in the hotel. A refund or postponement of their stay should be arranged
- At check-in, the receptionist, before handing anything over for a guest to sign (guest registration card and pen), must Sanitise their hands and all items in front of the guest, before commencing with the check in. The guests in turn, must also Sanitise their hands again, before transacting with hotel staff
- **NO CASH** will be accepted during this time. Credit card and cleared EFT payments are the only accepted method of payment in this time
- Each guest checking in must sanitise any credit cards before handing them over to the hotel receptionist if applicable and the receptionist will do the same in return. All credit card machines must be Sanitised before and after every use with an alcohol based sanitiser with an alcohol content of at least 70%
- The receptionist must Sanitise the key card before handing this to the guest
- Only one person can check-in or stand at reception at a time, but should more than one person be awaiting check-in, guests must queue at least 1.5m apart from one another. The hotel must demarcate 1.5m intervals clearly for guests to cue appropriately
- Social distancing must be practised in the elevators and elevators must be demarcated





PUBLIC AREA, BACK OF HOUSE, WASTE AREA & GUEST BEDROOMS

SECTION 5

The purpose of this section is to provide guideline to management for the arrival of staff at staff entrance and guests into our properties.

PUBLIC AREAS

- Hotel Spas will remain closed
- It is recommended that Hotel transport must be demarcated for social distancing and limits the number of guests on transport to adhere to social distancing rule
- It is recommended that hotel gyms remain closed unless hotels can ensure strict time allocation to guests and proper sanitization after each use
- Saunas in hotels will remain closed
- Swimming pools will remain closed. If possible the pool is to be covered with a pool cover and no entry signs placed at the pool
- Staff working in public areas will wear a mask (M)
- Staff working in public areas will only wear gloves when cleaning bathrooms. Gloves provide a false sense of security and might be seen by staff as replacing good hand washing and sanitising of hands



- Hotel cleaning staff will continue to follow well documented cleaning methodology and continue to sanitise all touch points. A timetable will be issued by management on the frequency of sanitization as each property will, depending on footfall, require different frequency of sanitization
- All “non-essential” decorative items will be removed from the public areas, example: magazines, newspapers, flower pots on tables, cushions, material hand towels in bathrooms
- All public bathrooms will have hand sanitiser in addition to hand wash soap (M)
- A Bio Spill Kit is to be made available to the cleaning attendant in the event of a guest vomiting or if any blood needs to be removed
- At the end of shift all cleaning cloths must be soaked for 30 minutes in a disinfectant and then washed at a high temperature and tumble dried
- Chemical caddies, mops, brooms, dusters and buckets must be washed with hot water and soap and sanitised at the end of shift

BACK OF HOUSE AND WASTE AREAS

- Staff bathrooms will have soap and hand sanitiser. Bath towels are to be made available to staff to shower before and after work if they need to (M)
- Staff will be allocated to clean all touch points regularly with disinfectant and sanitiser. Cleaning attendants will continue to follow well established cleaning protocols (M)
- A Biospil Kit is to be used if there is any blood or vomit in the back of house areas
- Bio Hazard boxes are to be made available for the disposal of gloves and masks
- All waste will not be sorted during this period
- Waste areas will be kept spotlessly clean and all floors and bins washed and sanitised
- Paper towels will be made available for staff to dry their hands

GUEST BEDROOMS

- Staff cleaning waste areas will wear a face shield/mask, gum boots, industrial gloves and overalls. Gum boots will be sanitised after use, boiler suit washed in hot water and tumble dried and industrial gloves sanitised (M)
- It is suggested that all non-essential items are removed from the guest room. An example of this would be decorative cushions, magazines, objet d’art, mini bar is cleared, extra blankets, additional towels, hand towels and face cloths, gowns. This will allow for a room to be cleaned easily and reduce the risk of contamination
- No staff member may enter a guest room when a guest is present in the room (M)
- All cleaning attendants must wear PPE when servicing a guest bedrooms (M)
- Constant monitoring by management and supervisory staff of all areas to ensure that the processes are being followed
- Soiled linen is folded and placed in plastic bags before transporting to the housekeeping department (M)
- Gloves must be worn when cleaning bathrooms. A mask must be worn at all times (M)
- Cleaning attendants are to sanitise their hands, clothes and shoes after every exit from a room and entry into the passage and the next room (M)
- Standard well established housekeeping cleaning protocols are to be followed and ensuring that each member of



- the team have the correct colour coded cloths, cleaning detergents with disinfectant and hand sanitiser
- Re-enforcement of touch points and sanitising of high risk areas
 - Hotels with access to Lobster Ink should re-enforce cleaning protocols
 - Should a guest or staff member test positive it is recommended that a Terminal Clean is conducted by Health Care Division by industry partners

Refer to the following websites for ease of reference:

<https://diversey.com/en/solutions/infection-prevention/outbreak-prevention/sars-cov-2-coronavirus-and-covid-19-disease>

<https://hychem.co.za/>

<https://www.ecolab.com/pages/coronavirus>

<https://www.geochem.co.za/>

Reference to Annexure H & I





FOOD AND BEVERAGE

SECTION 6

The purpose of this section is to provide guideline to management for food and beverage delivery.

FOOD AND BEVERAGE

BANQUETING

- All conference venues to remain closed
- Meeting Rooms: Removal of notepad & pen, coasters and individual bottles of water from table set up. Leave on credenza and use ensure glasses are protected with Sani caps
- Placement of chairs to confirm with social distancing

BARS

- Bars to remain closed
- Bar Stools - ensure bar stools are placed 2 metre apart from each other and place markers on the floor
- Ice Machines: Increase hygiene standards at ice machines; decontaminate handles from scoops and en-sure that there is a scoop



BUFFET

- **Buffet CLOSED service:** For health and hygiene purposes, we recommend closing all buffet services when number of guest in house is low. . Items to be offered via a la carte menu or pre packaged “grab & go” servings where possible
- Items may continue to be offered for guest self service if they are individually packaged. (Select service hotels)
- **Buffet Operating:** Buffets Breakfast - Cold: Reduce portion size to single serving per plate, wrapped in clingfilm. Place a few plates on the buffet with back-up in the main fridge in the kitchen. Each guest takes a whole plate to the table
- **Semi Buffet** (cold buffet with hot a la carte) - Serve hot food plated from kitchen and reduce cold buffet station items as per in-house guest segment needs
- Cereal, yoghurts, preserves, condiments: Switch to individual serving portion
- Buffet Breakfast: Hot food, made to order from the kitchen, close live cooking station in front of the guest
- Reduce full breakfast buffet offerings as per guest segments staying in-house. Display buffet offerings in smaller portions/smaller container set-ups with more frequent refills as needed
- Hot Buffet: chaffing dishes to be on display for customers to see. Food to be dished on to the plate by the Chef as per customer request. Eggs can be prepared to order. Live cooking station to be screened with a clear glass screen

BUFFET SERVICE RESTAURANT

- Meals will only be provided to residents
- Buffet Service: Switch to a la carte menu based on expected customer numbers
- Before and after every credit card transaction, wipe the card machine with Sanitiser wipes
- **Menus:** Consider removing menus and replacing with a menu board
- Hostess to record each guest entering the restaurant for tracking & trace purposes (as required by Disaster Act regulations)
- Queue of guests entering the restaurant to be 1 metre apart from each other
- Remove tablecloths from all tables where possible as source of possible cross contamination
- All cutlery to be presented wrapped in serviette fold TRIPLE POCKET as per picture prepared on the side plate. This to be kept on a side station as mise en place until guest sits down and then to be presented per diner
- Serviette – preferable to use disposable serviette
- Table top to be clear with only salt & pepper and centre piece decoration; all cutlery and glasses laid on table in front of the guest
- Restaurant tables to be spaced 2 metre apart from each other - remove excess tables to storage
- All condiment stands to be wiped with a Sanitiser wipe before each serving period and every 15 minutes during service
- All salt & pepper on the table to be wiped with Sanitiser wipes before and after each serving period and as required during serving periods or alternatively individual salt and pepper sachets to be provided per person.
- Butter presentation: Switch to individual sealed portion butters
- Restaurant Harvest Table: All food to be individually wrapped and single portion
- Wipe menus with Sanitiser wipes when they are taken from a guest
- Hostess to control number of guest entering the restaurant to ensure hotel people in the restaurant (including



- staff) are no more than 50 at any one time
- Restaurant buffet queue - place markers on the floor 2 meters apart from each other to ensure guests maintain social distance
- Specialty restaurants: Reduce opening hours and/or meal periods for non-essential F&B outlets, e.g. specialty restaurants. Close poolside bar
- Each hotel to only operate one restaurant unless demand dictates that social spacing requirements necessitate opening a second restaurant (be cognizant of costs of opening additional outlets)

DELI KITCHEN

- Grab & Go or Self Service cold food items that are individually wrapped and packaged can be offered
- Set work stations in the kitchen at least 1 meter apart, 2 meter apart where possible from each other. Reduce menu to achieve this
- Food menus: Reduce menu items on offer for Breakfast / Lunch / Dinner. This is to achieve social distancing in the kitchen

MINI BARS IN GUEST ROOM

- Mini Bar in bedroom - must be turned on but not stocked. Must be cleaned on guest departure with disinfectant

ROOM SERVICE

- All Salt & pepper on the tray to be wiped with Sanitiser wipes before and after each serving period and as required during serving periods
- Butter presentation: Switch to individual sealed portion butters
- Close restaurants, bars, rooms service where possible
- if required to operate; food to be prepared using disposable packaging, cutlery, crockery. All food to be covered in cling wrap or foil. Tray delivered outside of the bedroom by waiter and placed on table outside the door. Waiter knock on the door and stand back 2 meters







LAUNDRY

SECTION 7 – ON PREMISE LAUNDRY

The purpose of this section is to provide the process when a hotel has an onsite Premise laundry. The area where PPE is to be used must be demarcated. It is important that only persons with PPE are permitted into the soiled linen area. This area is a restricted zone.

1. TRAINING FOR ON PREMISE LAUNDRY

- All staff working in the laundry must be trained on COVID 19 – Refer to section for all training requirements
- On job Training, must be conducted by the General Manager or Executive Housekeeper using the training guide and flowchart for on premise laundry – **Refer to Annexure K – Flowchart On Premise Laundry.** 
- Training registers must be signed – **Refer to Annexures D – Attendance registers** 
- All signed training registers are to be scanned and sent to Training / HR departments, the originals must be kept in the hotel COVID 19 file



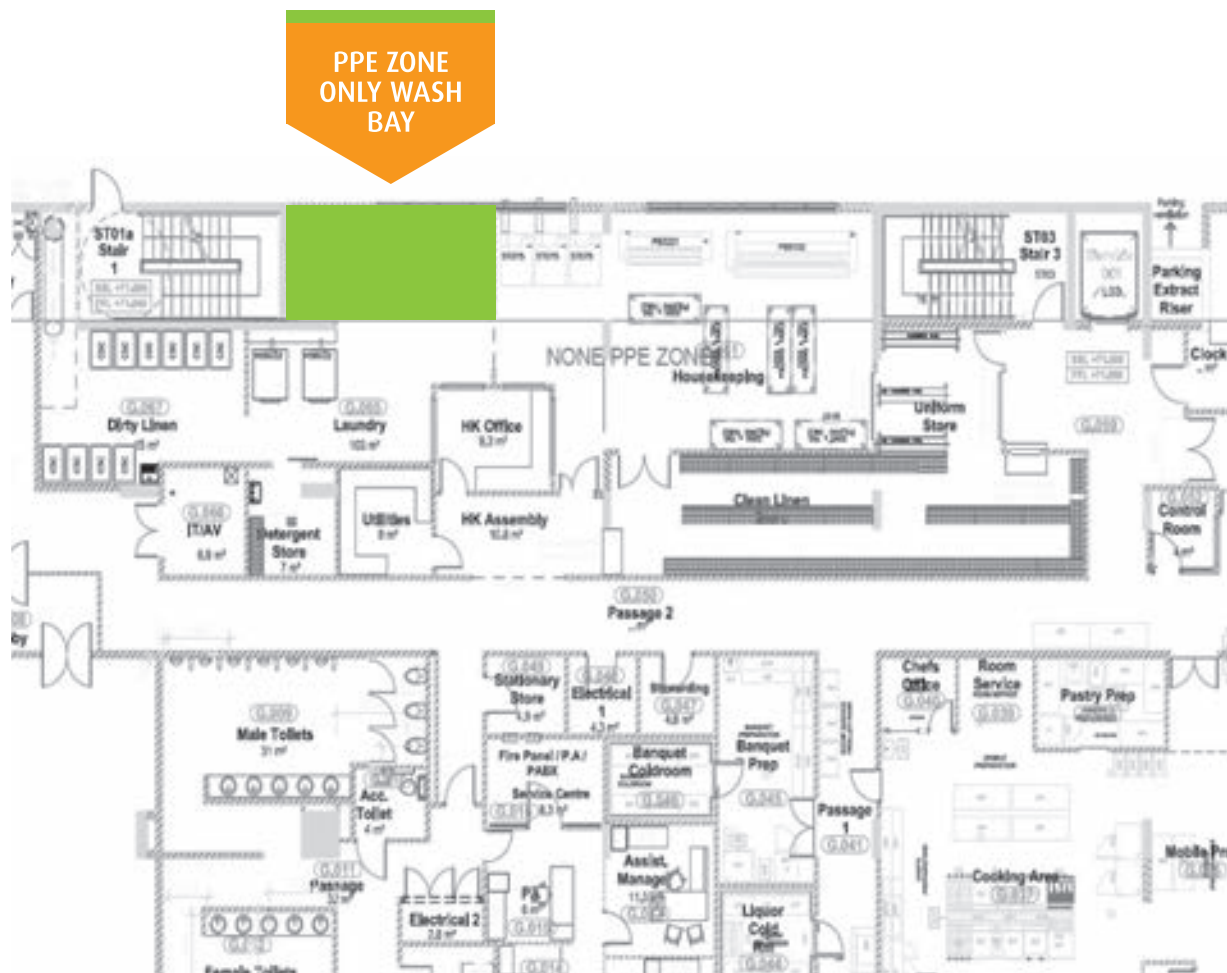
2. PROCESSING OF LINEN AND TOWELS FOR ON PREMISE LAUNDRY

- All Before entering the laundry, the laundry attendant is to ensure that their hands are washed using the hand wash technique as per the training manual – **Refer to Poster 1 – Effective Handwashing**. The laundry attendant is then to sanitise their hands using the hand sanitised technique as per the training manual
- The laundry attendant is mix a cap of bleach with water and place this liquid into a trigger spray bottle
- The laundry attendant is to spray the bleach and water mixture onto a blue cloth and wipe down all surfaces. It is important that the washing machine doors inside, outside and the door handle is sanitised. The ironer is to be sanitised avoiding the belts. The tumble dryer is to be sanitised
- The soiled linen trolley must be washed with soap and water and then sanitised
- The laundry attendant must now dress in the PPE provided:
 - o Gloves
 - o Mask
 - o Boiler suit
 - o Shoe coverings
- The soiled linen received from the rooms in plastic bags is to be opened one bag at a time and sorted into toweling and linen. Do not open all bags at once but only enough to fill the washing machines
- The soiled linen is then placed in the washing machine and washed at the correct setting and temperature. There are to be no short cuts and the laundry attendant must be made aware to use the correct setting and not by pass any wash process
- Whilst the linen is being washed the soiled linen bins are to be washed and sanitised. Bins used for soiled linen may NOT be used for clean linen
- Whilst the washing process is taking place the linen attendant is to wipe down all surfaces, wash the floor with a disinfectant, they are to wash and sanitise hands
- When the wash process is finished, the linen attendant must remove the PPE and place the gloves, mask and shoe covering in a bio-hazard box and the overall into a laundry bag for washing
- Laundry attendant is to wash hands and sanitise
- Only once all PPE removed may the laundry attendant open the washing machine and proceed to place the clean linen into clean and sanitised laundry bins to be transferred to the tumble dryer or ironer
- It is suggested that linen changes are not all on the same day to avoid back log in the laundry and example is below
 - o 1st floor Monday
 - o 2nd floor Tuesday
 - o 3rd floor Wednesday
- The washing machine area is a PPE ZONE all other areas are non-PPE ZONES and under no circumstances may the linen attendant enter a non-PPE with contaminated PPE
 - o It is suggested that the floor is painted or marked with tape to identity PPE zone. If PPE is worn into the clean linen area cross contamination is very possible
- Clean linen and towels is then placed in the clean linen stor
- After all washing, ironing and folding is complete the laundry is to be sanitised working from the far section of the laundry to the exit door. A bucket of disinfectant and bleach is to be placed at the door to sanitise the mops and cloths at the end of the shift

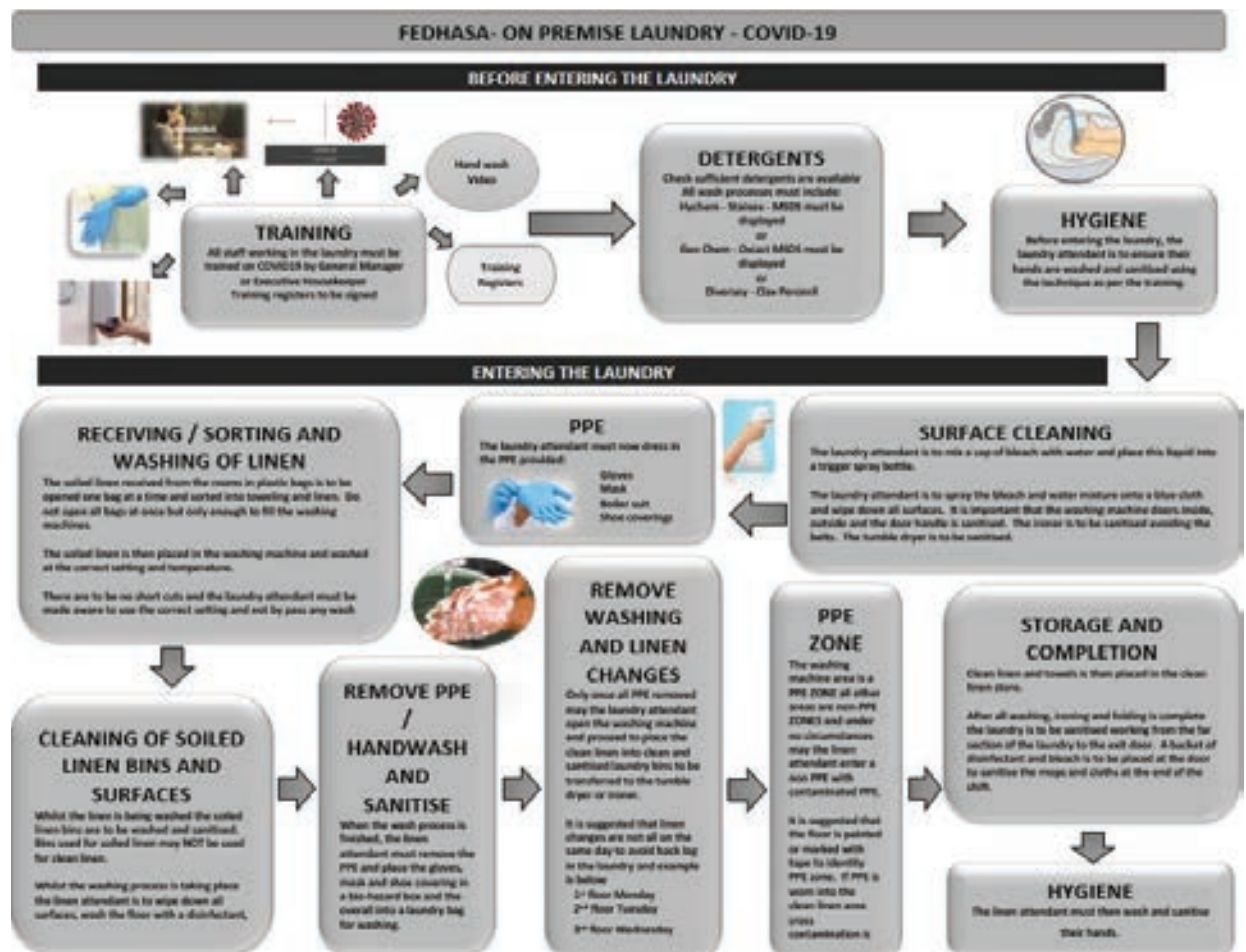


EXAMPLE OF A PPE AND NON PPE ZONE

<https://www.lead.co.za/>



FEDHASA - ON PREMISE LAUNDRY - COVID-19





LAUNDRY

SECTION 8 – OFF PREMISE LAUNDRY

The purpose of this section is to provide the process that should be followed by an off premise laundry. All laundries must comply with SANS10146.

3. TRAINING FOR OFF PREMISE LAUNDRY

- All staff working in the laundry must be trained on COVID 19 – Refer to section for all training requirements
- On job Training, must be conducted by the Factory Manager on laundry processes in terms of SANS10146
- Training registers must be signed – **Refer to Annexures – Attendance registers**
- All signed training registers are to be kept on file

4. PROCESSING HOSPITALITY LINEN

All Off-Premise Laundry are to guarantee to industry partners that they are compliant in terms of SANS10146 by way of a letter to various partners on request. 

https://store.sabs.co.za/catalog/product/view/_ignore_category/1/id/218810/s/sans-10146-ed-3-03/





SOURCES

SECTION 9 – SOURCES

The purpose of this document is a guideline for industry partners. Sincere thanks to our partners for their contribution to this document.

- Afriboom
- Bidvest Prestige
- Boston Laundries
- City Lodge Hotels
- Department of Health
- Department of Labour
- Diversey
- Ecolab
- Four Seasons
- Geo Chem
- Hilton Hotels
- Hychem
- IHG
- Lead Laundry
- Lobster Ink
- National Institute for Communicable Diseases
- Personal Laundry
- Servest
- Spot On Laundries
- Steiner Hygiene
- Sun International
- The Chefs Association
- The President Hotel, Cape Town
- Tsebo Cleaning Services
- Tsogo Sun Hotel Interests
- Turnkey Hospitality Partners
- World Health Organisation



ANNEXURES



Annexures & Posters

Annexures

Annexure A	Risk Assessment
Annexure B	Biospill Kit
Annexure C	Training Covid 19
Annexure D	Attendance Resister Training
Annexure E	DOH Guidance For Symptom Monitoring and Management of Essential Staff with Covid 19
Annexure Fa	Staff Symptoms Monitoring
Annexure Fb	Staff Poster - Novel Coronavirus
Annexure G	Guest Screening Questionnaire
Annexure H	Post Lockdown Cleaning Procedures
Annexure I	Hospitality Facility Opening
Annexure J	How to Prepare Chlorine Solutions
Annexure K	On Premises Laundry

Posters

Posters 1	Authorised Personnel Only
Posters 2	Thank you for Practicing Social Distancing
Posters 3	Please do not hug
Posters 4	Effective Hand Washing
Posters 5	How to Remove PPE
Posters 6	When to Wash Your Hands

Annexure A

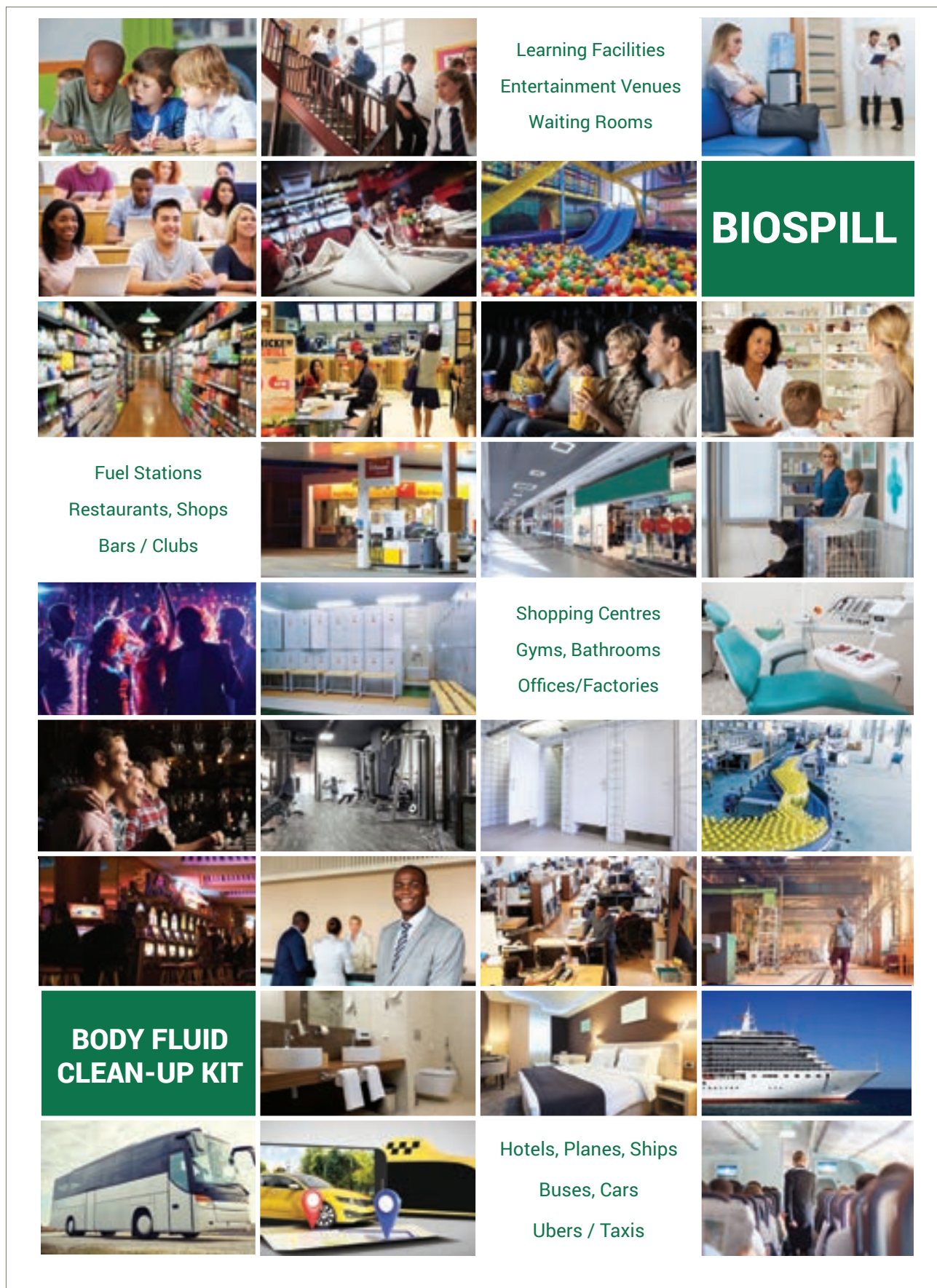
Annexure A

Risk Assessment Requirements

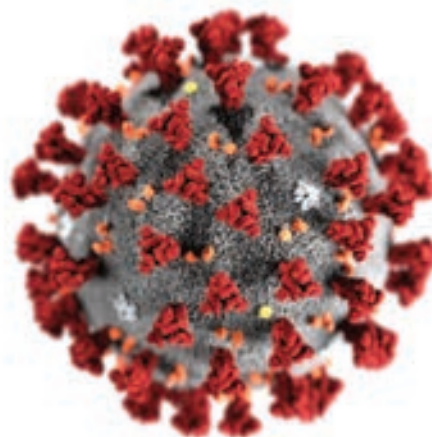
Administrative	Administrative controls require action by the employee and employer. Typically, administrative controls are changes in work policy or procedures to reduce or minimize exposure to a hazard.
At risk workers	<p>Include employees that have a higher risk of severe illness include:</p> <ul style="list-style-type: none"> • People 60 years and older (if applicable) • People of all ages with underlying medical conditions, particularly if not well controlled, including: <ul style="list-style-type: none"> ○ People with chronic lung disease or moderate to severe asthma ○ People who have serious heart conditions ○ People who are immunocompromised. Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications ○ People with severe obesity (body mass index [BMI] of 40 or higher) ○ People with diabetes ○ People with chronic kidney disease undergoing dialysis ○ People with liver disease
Elimination	Elimination as a hierarchy of control involves implementing measures to eliminate the source of the hazard.
Engineering	Engineering controls involve isolating employees from work-related hazards. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying solely on worker behaviour and can be the most cost-effective solution to implement.
High Exposure Risk	High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19.
Low Exposure Risk	Low exposure risk jobs are those that do not require contact with people known to be, or suspected of being infected with COVID-19, nor frequent close contact with (i.e. within 2 meter of) the general public. Workers in this category would generally include all non-guest facing employees and employees that do not come into close and/or regular contact with guests.
Medium Exposure Risk	<p>Medium exposure risk jobs include those that require frequent and/or close contact with (i.e. within 2 meters of) people who may be infected with COVID-19, but who are not known or suspected COVID-19 patients. Workers in this category would likely include all guest facing employees, and employees that have to perform work within 2 meters of guests for a short period of time, and can include but are not limited to:</p> <ul style="list-style-type: none"> • Hotel and concierge receptionists • Waitrons and Restaurant hosts • Housekeepers and Porters • Drivers • Maintenance



Annexure B



Annexure C



COVID-19

STAFF TRAINING



[illegible]



Guidelines for symptom monitoring and management of essential workers for COVID-19 related infection

(Document prepared by the Occupational Health and Safety Committee – Covid-19 Response)

Please note: This is an interim guide that may be updated as the outbreak in South Africa intensifies, to guide additional workforce preserving strategies. (CDC. Operational Considerations for the Identification of Healthcare Workers and Inpatients with Suspected COVID-19 in non-US Healthcare Settings; accessed 12 April 2020)

BACKGROUND

These guidelines are applicable to all essential services workers covered by regulation GN R.398 of *Government Gazette* 43148 under section 3 of the Disaster Management Act, 1957 (Act 57 of 2002) as amended on 25 March 2020 wherein essential services are defined in Annexure B (see Addendum 1). The aim of this guideline is to enable:

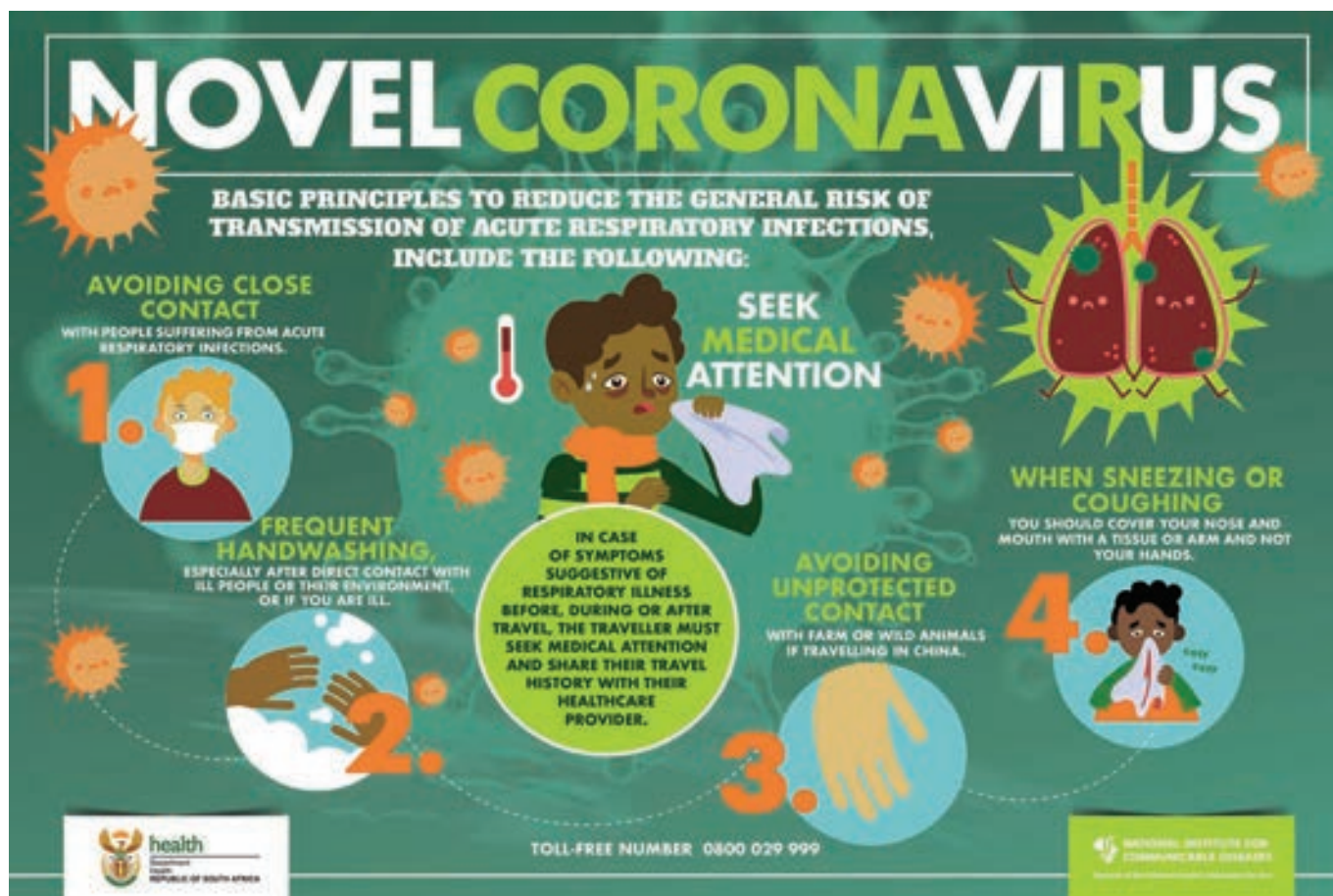
1. Early and timeous identification and diagnosis of workers at risk of COVID-19 infection
2. Early referral for appropriate treatment, care and timeous return to work of affected workers
3. The protection of other unaffected workers, consumers, visitors and clients of these groups of workers



Annexure Fa

Surname				First Name						Date of Birth	
Contact Cell number				E-mail address						Hotel and Department	
Alternative contact number										Job Title	
Next of Kin or Alternative Contact (Please provide name, relationship and contact details)											
Work address & details:											
Home address:											
Day of week	1	2	3	4	5	6	7				
Date: DD/MM											
Document morning + evening	AM / PM	AM / PM	AM / PM	AM / PM	AM / PM	AM / PM	AM / PM	AM / PM	AM / PM	AM / PM	AM / PM
Temperature (no meds)	I	I	I	I	I	I	I	I	I	I	I
Respiratory rate	I	I	I	I	I	I	I	I	I	I	I
Pulse rate	I	I	I	I	I	I	I	I	I	I	I
Symptoms (Circle Y or N)	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily
Fever/Chills	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Cough	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Sore throat	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Shortness of breath	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Body aches	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Redness of the eyes	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Loss of smell OR loss of taste	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Nausea/vomiting/diarrhoea	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Fatigue/ weakness	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
At Home or work?	H / W	H / W	H / W	H / W	H / W	H / W	H / W	H / W	H / W	H / W	H / W
Comments											





Annexure G

ANNEXURE .. - GUEST SCREENING QUESTIONNAIRE

RIGHT OF ADMISSION RESERVED

NOTE: As per the regulations to the Disaster Management Act, 2002 published on 17 March 2020, any person who intentionally -

1. misrepresents that he/she/any other person is infected with COVID-19 is guilty of an offence and on conviction can be fined and/or imprisoned (for up to 6 months)
2. Exposes another person to COVID-19 may be prosecuted for an offence, including assault, attempted murder or murder

GUEST DETAILS

NAME		SURNAME	
ID / PASSPORT NUMBER			
CONTACT TEL NUMBER			
EMERGENCY CONTACT NUMBER			
TEMPERATURE READING			
GUEST SIGNATURE		DATE	

HEALTH QUESTIONS

1	Are you feeling generally well?	YES / NO
2	If no, do you have any of the following symptoms:	
	- Cough	YES / NO
	- Fever / Chills	YES / NO
	- Sore throat	YES / NO
	- Shortness of breath	YES / NO
3	Have you travelled internationally in the last 30 days?	YES / NO
	If yes:	
a	Which country(s) have you visited?	Dates:
b	Which country did you return to South Africa from?	Dates:
4	In the last 14 days, to your knowledge, have you been in close contact with anyone who tested positive for COVID-19 or is waiting a test result?	YES / NO
5	Have you attended / visited a healthcare facility treating patients for COVID-19?	YES / NO
6	Are you awaiting test results of a COVID-19 test?	YES / NO

CLEARED TO CHECK IN

NAME OF OPERATOR		SIGNATURE OF OPERATOR	
------------------	--	-----------------------	--

GUEST SCREENING QUESTIONNAIRE



Annexure H



POST LOCKDOWN FACILITY OPENING PROCEDURE

This guide is based on the current knowledge about SARS-CoV-2 and evidence originating from studies on other coronaviruses.

Cleaning should be performed using the proper personal protective equipment (PPE).

Disposable PPE should be treated as potentially infectious material and disposed in accordance with national rules

All frequently touched areas, such as all accessible surfaces of walls and windows, the toilet bowl and bathroom surfaces, should be also carefully cleaned. All textiles (e.g. bed linens, curtains, etc.) should be washed at above 72 degrees Celsius with the addition of Oxiact for 10 minutes at temp.

All loose items must be removed from the area being cleaned and only returned once cleaned individually

CLEANING & DISINFECTING OF ALL HARD SURFACES & WALLS - TO KILL HARMFUL BACTERIA & VIRUSES

METHOD	DESCRIPTION	PRODUCT RECOMMENDATION	DILUTION	ADDITIONAL TIPS	RECOMMENDED AREAS	PPE Required
Preparation	Clean all work / hard surfaces thoroughly - rinse with fresh water and allow to dry. Before disinfection	GEOSOLVE	1 part to 20 parts fresh clean water	Use appropriate scrubbing brushes. Spray Bottle with Chemical Solution / Bucket with solution for large areas i.e floors - and correct colour coded cloths	Kitchens / walk in fridge freezers/receiving bays/ back of house passages / refuse areas	Gloves, Mask Goggles & Apron
Disinfection	A pros to kill potential Bacteria & Viruses (Minimum Contact time should be 10 minutes - dry) left on work surfaces after cleaning. Spray all surfaces thoroughly with a disinfectant solution and allow to dry.	OXIACT	1 Part to 100 parts of water	Using a pressurised sprayer / spray bottle - ensure all work surfaces are sprayed - Top Down / covered in fine mist.		Gloves, Mask Goggles & Apron

CLEANING & DISINFECTING OF LARGE AREAS FLOORING - TO KILL HARMFUL BACTERIA & VIRUSES

METHOD	DESCRIPTION	PRODUCT RECOMMENDATION	DILUTION	ADDITIONAL TIPS	RECOMMENDED AREAS	PPE Required
Preparation	Sweep Floor with suitable soft broom - remove solid waste i.e Dust with a dustpan. Make up a cleaning solution as directed. Scrub floor thoroughly with detergent solution. Rinse with clean fresh water into floor drain if possible. If no Floor Drain is available use a Wet & Dry Vacuum to pick up dirty rinse water - repeat the process until rinse water is clear. Allow floor to dry.	CHLORKLENZ	1 part to 20 parts fresh clean water	Use appropriate scrubbing broom. Apply Chemical Solution via a Bucket on floor to be cleaned.	Kitchens Floors / Large Floor Areas (Ceramic Tiles, Concrete & Epoxy Flooring)	Gloves, Mask Goggles & Apron
Disinfection	A pros to kill potential Bacteria & Viruses (Minimum Contact time should be 10 minutes - dry) left on work surfaces after cleaning. Spray all surfaces thoroughly with a disinfectant solution and allow to dry.	OXIACT	1 Part to 100 parts of water	Using a pressurised sprayer / nap sack - ensure entire floor area is covered with a fine mist - back to front application - thus operator must be able to exit the area without walking over the floor.		Gloves, Mask Goggles & Apron

CLEANING & DISINFECTING OF SMALL AREAS / HOTEL ROOMS - TO KILL HARMFUL BACTERIA & VIRUSES

METHOD	DESCRIPTION	PRODUCT RECOMMENDATION	DILUTION	ADDITIONAL TIPS	RECOMMENDED AREAS	PPE Required
Preparation	Dry dust with a suitable cloth / feather duster. Apply cleaning solution via wet cloth method - thus cloth that has been submerged in the cleaning solution. Wring cloth and wipe down surfaces. Allow surface to dry before applying disinfectant.	GEOBAC	1 part to 40 parts fresh clean water	Apply Chemical Solution via an appropriate cloth on surface that needs to be cleaned.	Seating areas / hotel rooms / waiting areas/ lounges / business lounges / carpeted staircases	Gloves, Mask Goggles & Apron
Disinfection	Spray Microspray in a clean dry cloth and wipe down electronic equipment - if surfaces are inanimate i.e wooden surfaces - wipe down only with cloth and Microspray. Allow surfaces to dry. (Wooden surfaces apply polish / Supawood after disinfecting step). This method can also be used for door handles mirrors computer screens and keyboards	MICROSPRAY	Use as is	Apply Microspray via a spray bottle / suitable spraying device on a clean dry cloth. Large surfaces can be sprayed and left to dry - caution should be taken with inanimate surfaces i.e wood.		Gloves, Mask Goggles & Apron - do not spray Microspray near an open / naked flame

CLEANING & DISINFECTING OF STAIR RAILINGS & ELEVATOR DOORS - TO KILL HARMFUL BACTERIA & VIRUSES

METHOD	DESCRIPTION	PRODUCT RECOMMENDATION	DILUTION	ADDITIONAL TIPS	RECOMMENDED AREAS	PPE Required
Disinfection	Spray Microspray in a clean dry cloth and wipe down electronic equipment. Elevator doors an interiors can be sprayed with Microspray and wiped with a clean dry cloth. Same method applies for doors, stair railings etc.	MICROSPRAY	Use as is	Apply Microspray via a spray bottle / suitable spraying device on a clean dry cloth. Large surfaces can be sprayed and left to dry - caution should be taken with inanimate surfaces i.e wood.	Lifts and escalators	Gloves, Mask Goggles & Apron - do not spray Microspray near an open / naked flame

CLEANING & DISINFECTING OF ABLUTION FACILITIES - TO KILL HARMFUL BACTERIA & VIRUSES

METHOD	DESCRIPTION	PRODUCT RECOMMENDATION	DILUTION	ADDITIONAL TIPS	RECOMMENDED AREAS	PPE Required
Preparation	Sweep Floor with suitable soft broom - remove solid waste i.e dust with a dustpan. Make up a cleaning solution as directed. Scrub floor & walls thoroughly with detergent solution. Scrub toilets with toilet brush & cleaning solution. Scrub basins and taps with cleaning solution. Rinse with clean fresh water.	CHLORKLENZ	1 part to 20 parts fresh clean water	Use appropriate sweeping, scrubbing broom, toilet brushes & hand scouring pads. Apply Chemical Solution via a Bucket / suitable spraying device on surfaces to be cleaned.	Staff change rooms / public bathrooms with hard surfaces (tiles)	Gloves, Mask Goggles & Apron
Disinfection	A pros to kill potential Bacteria & Viruses (Minimum Contact time should be 10 minutes - dry) left on work surfaces after cleaning. Spray all surfaces thoroughly with the disinfectant solution and allow to dry.	OXIACT	1 Part to 100 parts of water	Using a pressurised sprayer / nap sack - ensure entire floor area is covered with a fine mist - back to front application - thus operator must be able to exit the area without walking over the floor.		Gloves, Mask Goggles & Apron

For more information please contact your Sales Representative, all recommended products are registered for the purposes recommended and have the accompanying registration, TDS and SDS documentation



Hospitality Sector: Hotels, Varsity Residences, etc. Post Lock Down Procedure

During and Post COVID – 19

Preparation, Cleaning instructions, Safety considerations.

The details set out in this document are Hychem's recommendations of best "Safe" Practice methodology that should be applied.

It is important to stress the fact that surfaces being cleaned should all be considered Contaminated until the processes set out are applied and followed through. Thereafter, they should be considered Clean, but not always safe, maintenance cleaning should always be done using the same considerations. The SD ST must be cycled at least every 90 days per area and rooms on a schedule. Each site must ensure that they have at least 2 of each color microfibre cloths per room and facilities to ensure the cloths are washed at the correct temperatures every day.

None of the products recommended in this document contain Chlorine, they are all safe to be used on all surfaces.

Full training on the schedule set out below can be trained on by the Hychem team on request.

INITIAL CLEANING

Area to be cleaned and sanitised: HARD SURFACES, TABLES, WALLS, COUNTERS, PULIC AREAS, HANDRAILS, LIFT CAVITIES AND BUTTON UNITS

Chemicals required: **Initial Cleaning and preparation**
Microbac QAC Detergent Disinfectant. Diluted at 10% with water
Microbac spraybottle.
Clean microfibre Cloths
Surface Defence ST 90-day treatment spraybottle.

PPE Requirements: Clean Latex gloves
Face mask
Disposable Apron
Eye protection

1. Apply a light mist of Microbac to all surfaces, including fabric surfaces. Allow Microbac to dwell on the surface for a minimum of 10 minutes. There is no need to saturate "WET" fabric surfaces.
2. Wipe all hard surfaces down using a clean dry microfibre cloth. Preferably a Yellow cloth.
3. Do not use the same cloth for cleaning of areas that exceed 20 m² (Define in training area of 4mx5m) average room size.
4. Should large areas be cleaned, the cleaner must have the appropriate number of cloths available to complete the task.
5. Fabric surfaces can be vacuumed on the next maintenance clean schedule.
6. Once all surfaces have dried thoroughly, apply a light mist of SD ST spray to all counters, touchpoints, lift buttons, telephones, door handles, chair grabs etc, there is no need to spray this product on the floors.

Area to be cleaned and sanitised: TILED FLOOR AREAS

Chemicals required: **Initial Cleaning and preparation**
Microbac QAC Detergent Disinfectant. Diluted at 10% with water
Microbac spraybottle./ Nap Sack sprayer
Clean microfibre Cloths for skirtings
Clean mopping equipment, mop handle, head and wringer
Bucket of Fresh Hot water
Wet Floor Signs

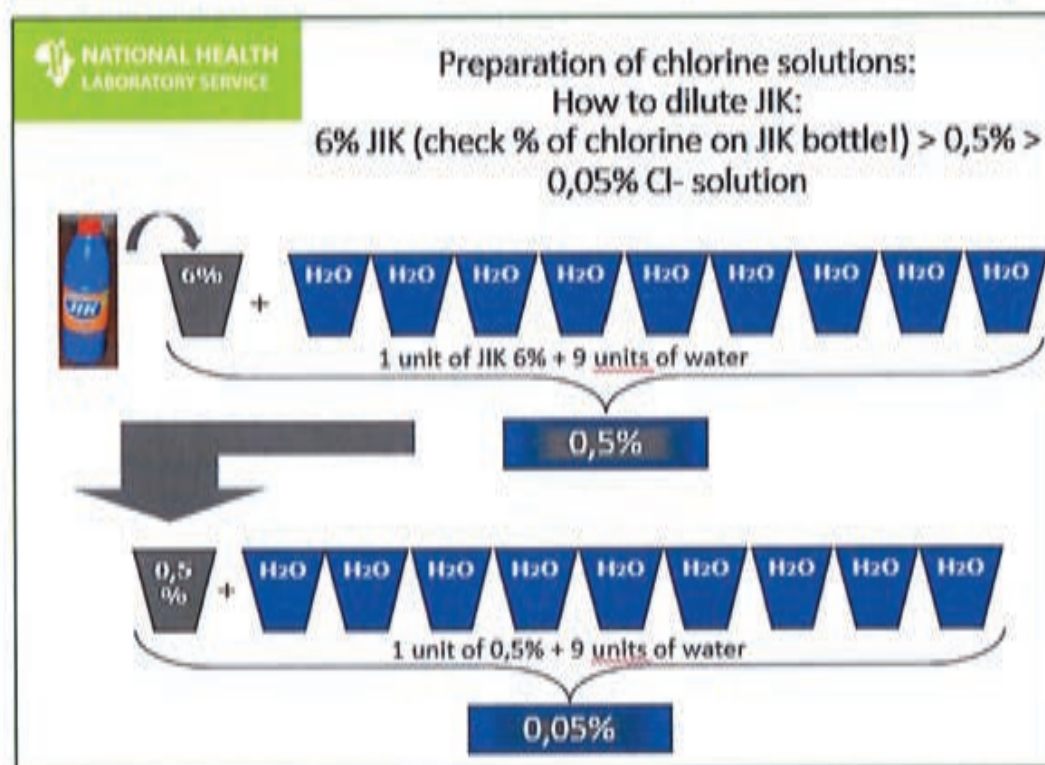
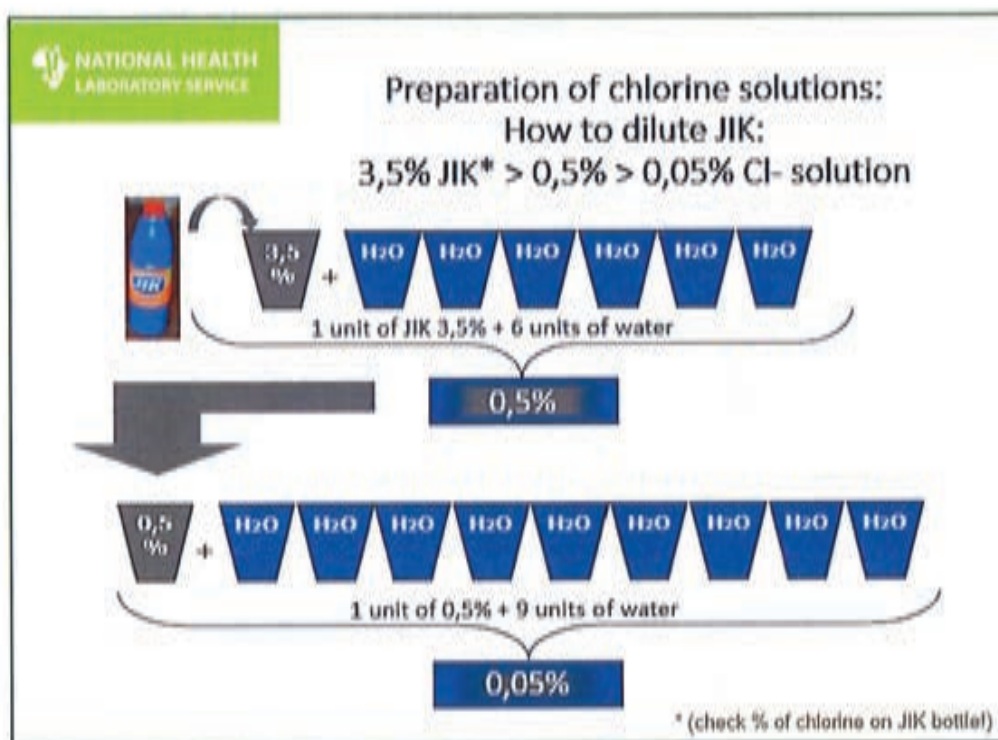
PPE Requirements: Clean Latex gloves
Face mask
Disposable Apron
Eye protection

1. Apply a light mist of Microbac to all floor surfaces. Allow Microbac to dwell on the surface for a minimum of 10 minutes.
 2. Rinse the area thoroughly with the mop and the hot water. After every 50 m² the water must be refreshed with new hot water.
 3. Allow the floor to air dry.
-

Rev 01: Dated 18 April 24, 2020, author Shane Olsen.



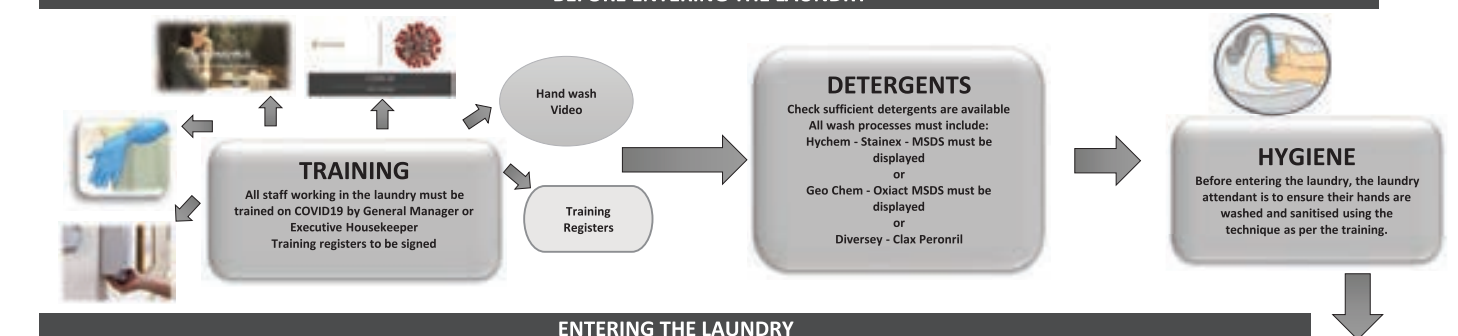
Annexure J



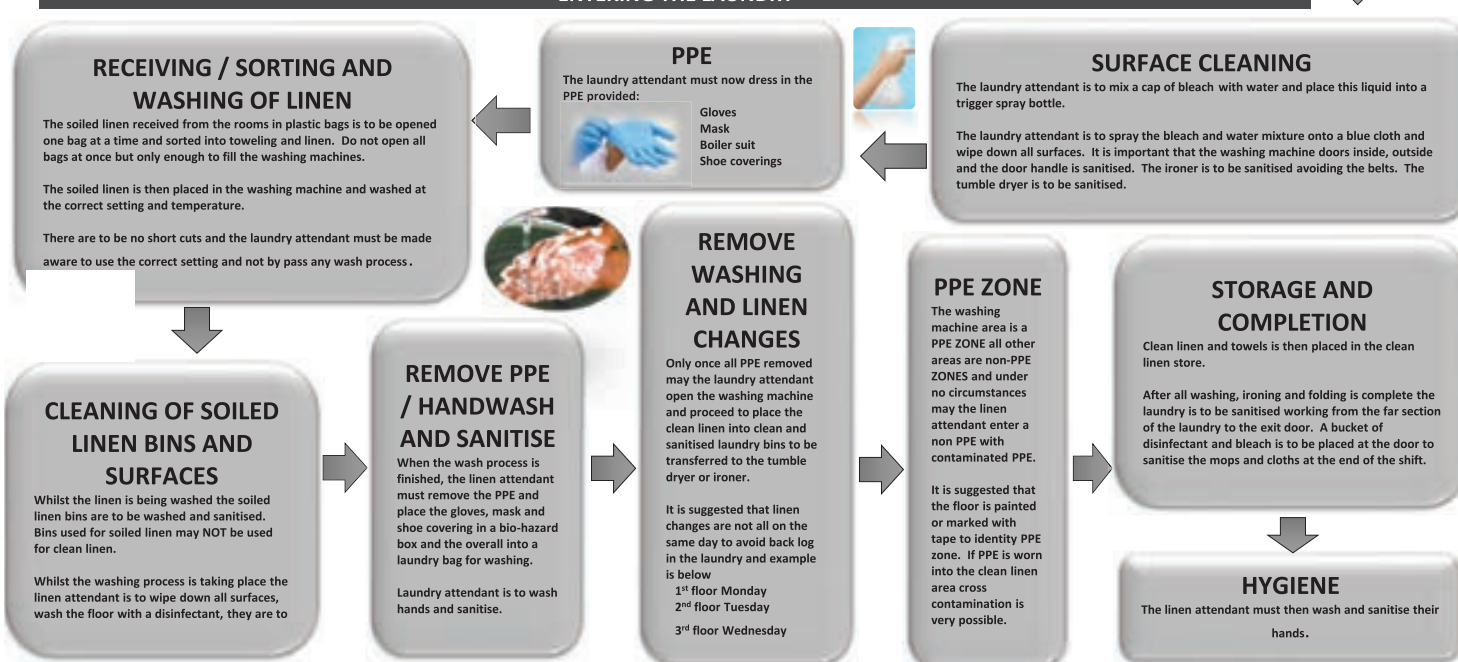
Annexure K

FEDHASA- ON PREMISE LAUNDRY - COVID-19

BEFORE ENTERING THE LAUNDRY



ENTERING THE LAUNDRY





**NO ENTRY
AUTHORISED
PERSONNEL ONLY**

THANK YOU
FOR
PRACTICING
**SOCIAL
DISTANCING**



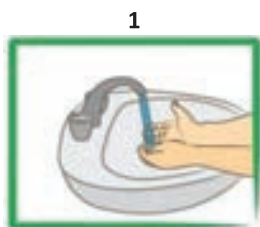
PLEASE



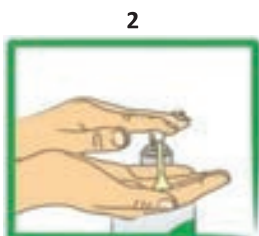
**DO NOT
HUG**



EFFECTIVE HANDWASHING



1
Check for any open cuts or wounds and ensure they are covered with a bright plaster and disposable glove. Wet hands under warm water



2
Apply the antibacterial soap



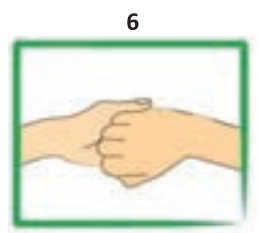
3
Rub hands palms to palm



4
Rub the back of each hand with fingers interlaced



5
Rub palms together with fingers interlaced



6
Rub with back of fingers to the opposing palms



7
Rub each thumb clasped in opposite hands



8
Rub the tips of your fingers



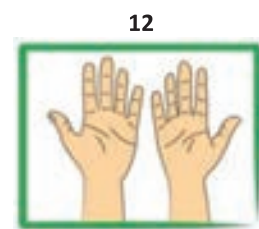
9
Rub each wrist with different hands to your elbows



10
Rinse the soap off with warm water



11
Use paper towel to turn off the tap. Dry your hands thoroughly with a clean paper towel



12
Your hands are now clean. Apply hand sanitizer and let air dry once applied



HOW TO EFFECTIVELY REMOVE PPE (PERSONAL PROTECTIVE EQUIPMENT)

GLOVES



- Grasp the outside edge of the glove near the wrist and peel away from the hand, turning the glove inside out
- Hold the glove in the opposite gloved hand
- Slide an ungloved finger or thumb under the wrist of the remaining glove
- Peel the glove off and over the first glove, making a bag for both gloves
- Put the gloves in a bio hazard box
- Wash your hands as per the effective handwashing guidelines

GOWN



- Carefully unfasten ties
- Grasp the outside of the gown at the back of the shoulders and pull the gown down under the arms
- Turn the gown inside out during removal
- Put the gown in the bio hazard box
- Wash your hands as per the effective handwashing guidelines

MASK



- Bend forward slightly and carefully remove the mask from your face by touching only the ties or elastic bands
- Start with the bottom tie, then remove the top tie
- Throw the mask in the bio hazard box
- Wash your hands as per the effective handwashing guidelines



Poster 6

