CLEANING AND DISINFECTION GUIDANCE FOR FOODSERVICE

Best practices for your operation to safeguard employees and customers against COVID-19
Meet SCOTT AND MATT

**Speaker:** Scott Alia  
Sr. Corporate Account Manager at Ecolab

Scott works directly with our large corporate customers to provide solutions and expertise in the New York geography. Scott has been with Ecolab for 23 years, working in several roles including a territory manager, district manager, and a restaurant manager before joining Ecolab.

**Speaker:** Matt Rhodes  
Sr. Technical Account Specialist, RD&E at Ecolab

Matt provides technical expertise to our full service restaurant customers and has taken a primary role consults on product and procedure recommendations related to COVID-19.
Today’s AGENDA

- Prepare for Resuming Operations
- Safeguarding Your Employees
- Best Environmental Hygiene Practices Across Your Operation

1. Front of House
2. Back of House
3. Customer Reassurance

ECOLAB®
PREPARE FOR RESUMING OPERATIONS
UNDERSTANDING RISK FACTORS

HOW NOVEL CORONAVIRUS ENTERS

EMPLOYEES AND VENDORS

GUESTS AND CUSTOMERS

HOW NOVEL CORONAVIRUS SPREADS

NOVEL CORONAVIRUS IS SPREAD BY DROPLETS
MADE WHEN INFECTED PEOPLE COUGH, SNEEZE OR TALK


TOUCHING CONTAMINATED PEOPLE, OBJECTS OR SURFACES
THEN TOUCHING YOUR EYES, NOSE OR MOUTH

IMPLEMENT ENHANCED HYGIENE

PUBLIC HEALTH RECOMMENDATIONS FOCUS ON STANDARD INFECTION CONTROL PRACTICES, TRAINING AND COMPLIANCE.

TAKE ACTION

PERSONAL HYGIENE
- Wash hands frequently with soap and water. When soap and water aren’t available, use an alcohol-based hand sanitizer.
- Minimize close contact with people who have symptoms of respiratory illness.
- Ensure proper use of personal protective equipment (PPE) where appropriate.

ENVIRONMENTAL HYGIENE
- Clean and disinfect surfaces and high-touch objects with approved disinfectants.
### PREPARE FOR RESUMING OPERATIONS

Consider dedicating a shift to extensive cleaning and disinfection to ensure a safe return to operation for both employees and guests. Special attention should be paid to high-touch surfaces including (but not limited to) those listed below.

<table>
<thead>
<tr>
<th>Dining Area / Front of House</th>
<th>Kitchen / Back of House</th>
<th>Restrooms</th>
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<tbody>
<tr>
<td>• Door handles and push plates</td>
<td>• Kitchen equipment handles and push plates</td>
<td>• Door handles</td>
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<tr>
<td>• Tables, chairs (including armrests) and booths</td>
<td>• Operating buttons for all equipment</td>
<td>• Faucets &amp; toilet/urinal handles</td>
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<tr>
<td>• Cash register and ordering kiosk</td>
<td>• Dispenser handles (i.e., beverage machine)</td>
<td>• Seat covers</td>
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<td>• Hostess stand</td>
<td>• Handles for refrigerators and freezers</td>
<td>• Stall latches</td>
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<tr>
<td>• Telephone, touchscreens and keypads</td>
<td>• Sink faucets</td>
<td>• Toilet paper dispenser</td>
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<tr>
<td>• Remotes</td>
<td>• Towel and soap dispensers</td>
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<td>• Coffee and beverage stations</td>
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<td>• Countertops</td>
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<tr>
<td>• Menus and bill folders</td>
<td>• Cleaning tools</td>
<td>• Towel and soap dispensers</td>
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<tr>
<td>• Hand railings</td>
<td>• Computers and keypads</td>
<td>• Baby changing station</td>
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<td>• Sharps container</td>
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DEVELOP PLAN TO SAFEGUARD EMPLOYEES

✓ Determine if there are an adequate number of trained employees to staff each area of operation during normal working hours. Develop a business continuity plan if not fully-staffed.

✓ Educate employees on symptoms of COVID-19.

✓ Closely monitor employee health and have symptomatic employees stay home in accordance with company illness policy.

✓ Emphasize the need to self-quarantine and contact employer if they’ve been exposed to someone confirmed to have COVID-19.

✓ Reinforce personal hygiene, cough etiquette and social distancing (as recommended by local and federal public health authorities).

✓ Provide hygiene materials such as tissues and hand soap/sanitizer.

✓ Have employees disinfect all personal hard, non-porous surfaces according to the directions for use on the product label.

✓ Inform employees of pandemic status and proper infection control procedures.

✓ Develop policies for worker protection and provide training on proper product use and how to read a Safety Data Sheet (SDS) to all cleaning staff.
PROMOTE INFECTION PREVENTION

Reduce the risk of transmission by

- Washing your hands often and correctly.
- Covering your mouth and nose when coughing or sneezing.
- Avoiding close contact with potentially infected individuals.
- Thoroughly cleaning and disinfecting personal items.
- Staying home while you are sick.
- Contacting a doctor immediately in the event of symptoms.
PROMOTE PROPER HAND HYGIENE

Hands are a primary mode of transmission so hygiene must be judiciously implemented.

1. WET hands with clean running water, turn off the tap and apply soap.
2. LATHER the back of hands, between fingers and under nails.
3. SCRUB for at least 20 seconds.
4. RINSE hands well under clean running water.
5. DRY hands using a clean towel or air dryer. If available, use a towel to turn off tap.

IF SOAP AND WATER ARE NOT AVAILABLE,
use an alcohol-based hand sanitizer.
- Use sufficient product to wet entire hand.
- Rub onto all surfaces of the hands for 30 seconds.
- Let air dry. DO NOT RINSE.
PROPER GLOVING

How to DON (put on) disposable gloves

1. Wash hands.
2. Put on the glove on your dominant hand.
3. Pull the glove over your non-dominant hand.
4. Adjust the glove to ensure it fits properly.

How to DOFF (take off) disposable gloves

1. Pull the cuff of the glove over your non-dominant arm.
2. Use your dominant hand to disengage the cuff from your non-dominant hand.
3. Use your dominant hand to pull the glove off your non-dominant hand.
4. Wash hands.

Wash hands.
ENSURE ENVIRONMENTAL HYGIENE
As your partner in sanitation, Ecolab prides itself on establishing best practices for cleaning throughout your operation. Now more than ever, it is critical that employees understand and explicitly follow proper cleaning and disinfection procedures.

Consider:

- Selecting the proper solution(s) for the job (i.e., product, tool and application method)
- The importance of contact time to achieve disinfection
- Increasing frequency of cleaning and disinfection as infection risk, foot traffic and soil load increases
- Increased awareness of safety considerations (disposable PPE, etc.)

The following guidance reinforces the importance of the **5 Factors of Clean**, particularly **overall procedures**, to ensure you can return to operation quickly and with piece of mind that you’ve done everything you can to protect your employees and guests.
PRODUCT DIFFERENTIATION

**CLEANER:**
Aids in removing soil from a surface but does not kill any organisms.

**SANITIZER:**
Reduces the number of bacteria in the environment significantly but does not destroy all bacteria.

**DISINFECTANT:**
Destroys or irreversibly inactivates bacteria and viruses.*

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Sanitizers and disinfectants are regulated by the U.S. Environmental Protection Agency (EPA) and are used to manage public health risks.

*It is a violation of Federal law to use these product in a manner inconsistent with labeling. See product label for specific organism claims.
ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING NON-FOOD CONTACT SURFACES

1. **PRE-CLEAN**
   Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.

2. **DISINFECT**
   Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.

3. **WAIT**
   Allow the surface to remain wet for the time indicated in the directions for use on the product label.

4. **DRY**
   Wipe the surface or allow to air dry.

Contact your Ecolab Representative or refer to EPA’s List N: Disinfectants for use against SARS-CoV-2 for approved products.
ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING FOOD CONTACT SURFACES DURING AN OUTBREAK

1. PRE-CLEAN
   Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.

2. DISINFECT
   Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.

3. WAIT
   Allow the surface to remain wet for the time indicated in the directions for use on the product label.

4. RINSE
   Rinse the surface with potable water.

5. SANITIZE
   Sanitize food contact surfaces using an EPA-approved food contact sanitizer according to label directions.

Contact your Ecolab Representative or refer to EPA’s List N: Disinfectants for use against SARS-CoV-2 for approved products.
As infection risk, foot traffic or soil load increase, frequency of cleaning and disinfection should also increase.

Many variables should be considered when determining frequency of cleaning and disinfection in each area of your operation including:

- Infection Risk
- Foot Traffic
- Soil Load

Other considerations (including but not limited to):

- Product Type
- Soil Type
- Surface Type

Frequency should be determined at the unit level and re-evaluated as environmental variables change.
HOW TO KNOW IF DISINFECTANTS ARE APPROVED FOR USE AGAINST NOVEL CORONAVIRUS

Find the EPA Registration Number on the product label

To verify your product is on the list of EPA registered antimicrobial products for use against novel coronavirus, match the first two parts of the EPA Registration Number.

Note: Searching by product or company name will not yield full approved list.

List of Disinfectants for Use Against SARS-CoV-2

EPA list of registered antimicrobial products for use against novel coronavirus, the cause of COVID-19.

Not all products have a three-part EPA Registration Number. Ecolab-owned registrations are only two-parts.
PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT

- **3-In-1**: Hard surface cleaner, glass cleaner and disinfectant at low dilution rates, helping make your cleaning process easier
- **Fast kill times** (kill 99.999%)
  - 45 seconds for Norovirus and Emerging Pathogens (COVID-19)
- Effective against emerging viral pathogens after the CDC has declared an outbreak
- Pleasant and **fresh scent**
- No PPE required when diluted according to label directions
SMARTPOWER™
Sink & Surface Cleaner Sanitizer

Reduces Risk
- EPA-registered
- 30-second Norovirus + Emerging Viral Pathogens Claim*
- Robust chemistry allows for use of any towel without affecting chemistry

Simplifies Procedures
- Streamlines procedures with a 2-in-1 product
- Eliminates need for multiple products
- Broad usage applications including food contact surfaces and 3rd sink sanitization

Helps Ensure Compliance
- Food safe with no rinse
- Testing at any temperature allows for immediate efficacy confirmation

*When used according to label. SMARTPOWER™ Sink & Surface Cleaner Sanitizer has demonstrated effectiveness against viruses similar to SARS-CoV-2 on hard, non-porous surfaces. Therefore, SMARTPOWER™ Sink & Surface Cleaner Sanitizer can be used against SARS-CoV-2 when used in accordance with the directions for use against Norovirus on hard, non-porous surfaces.
BEST PRACTICES ACROSS YOUR OPERATION
FOODSERVICE: FRONT OF HOUSE

General Instructions

What products do you need?
- Multi-Purpose Disinfectant
- Glass Cleaner
- Food Contact Sanitizer
- Manual Detergent

Best Practices
- Disinfect high-touch, non-food contact surfaces frequently.
- Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.
- Minimize items offered on tables and disinfect any that remain between customers (i.e., menus, condiments, etc.).
- Encourage social/physical distancing by spreading out tables and encouraging staff to minimize use of high-traffic areas.
- Consider the addition of an expanded take-out menu or in-room dining offering.
- Eliminate any food debris to prevent pest activity.

Specific touchpoints
- Dining tables
- Beverage stations
- Doorknobs
- Push plates
- Light switches
- Menus
- Bill holders
- Faucets
- Cupboards/drawer handles
- Thresholds and hand railings
- Chairs and booths
- Trash receptacle touch points
- Order kiosks
- Hostess Stand

Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*Refer to product label for use directions
FOODSERVICE: BACK OF HOUSE

General instructions

What products do you need?

- Multi-Purpose Disinfectant
- Hand Soap
- Hand Sanitizer
- Food Contact Sanitizer
- Manual Detergent
- Machine Detergent

- Machine Sanitizer
- Rinse Additive
- Presoak
- Degreaser
- Stainless Steel Cleaner
- Freezer Cleaner

Best Practices

- Focus disinfection on high-touch, non-food contact surfaces, particularly in high-traffic areas.
- Handwashing stations and hand sanitizer should be convenient and highly visible.
- Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.
- Ensure physical distancing of employees is standard practice.
- Thoroughly clean drains and eliminate standing water, food debris and spilled garbage to prevent pest activity.

Specific touchpoints

Food Contact:

- Counters/food-prep surfaces
- Tables
- Sinks
- Food Storage Equipment
- Thermometers
- Beverage stations

Non-Food Contact:

- Buttons on equipment (i.e., bump pads and controls)
- Light switches
- Faucets
- Cupboards/drawer handles
- Hand Soap/Sanitizer dispenser
- Towel dispenser
- Labeling system keypad

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*Refer to product label for use directions
General Instructions

What products do you need?
- Multi-Purpose Disinfectant
- Disinfectant Wipes
- Hand Soap
- Hand Sanitizer
- Food Contact Sanitizer
- Glass Cleaner
- Floor Cleaner
- Air Freshener/Room Refresher
- Stainless Steel Cleaner

Best Practices
- Focus disinfection on high-touch, hard non-porous surfaces ensuring treated surfaces remain wet for proper contact time.
- Disinfect surfaces after each customer interaction.
- Offer hand sanitizer for instances when hand soap and water is not readily available.
- Consider providing disinfectant and cloths or disinfecting wipes for use by employees, customers, and guests.

Specific touchpoints
- Doorknobs/push plates
- Thermostat
- Elevator buttons
- Escalator and stairwell railings
- Reception, concierge and bell service stands
- Luggage carts
- Water fountain
- Public phones
- Public computers
- Light switches
- Chair armrests

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*Refer to product label for use directions
RESTROOMS

General Instructions

What products do you need?
• Multi-Purpose Disinfectant
• Bathroom Cleaner Disinfectant
• Hand Soap
• Glass Cleaner
• Stainless Steel Cleaner
• Floor Cleaner Disinfectant
• Air Freshener

Best Practices
• Ensure that hand soap is sufficiently stocked, and paper towels or hand dryers are available.
• Frequently disinfect hard non-porous surfaces throughout the day including high-touch objects like stall door latch/lock and faucets.
• Consider posting cleaning schedule in the open for public viewing.
• Employ a bathroom cleaner disinfectant approved for use against COVID-19.

Specific touchpoints
• Doorknobs/push plates
• Towel dispenser handle
• Sink faucets
• Soap dispenser
• Stall door latch/locks
• Toilet/urinal flush lever
• Sanitary receptacle
• Baby changing station
• Sharps container

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*Refer to product label for use directions
EMPLOYEE BREAKROOM

General Instructions

What products do you need?
- Multi-Purpose Disinfectant
- Hand Soap
- Hand Sanitizer
- Food Contact Sanitizer
- Floor Cleaner

Best Practices
- Increase frequency of cleaning and disinfection during high-traffic times (i.e., shift change, mealtimes).
- Post hand hygiene guidance visibly near handwashing sinks.
- Provide disinfectant and cloths or disinfecting wipes for areas that the staff is responsible for self-cleaning.
- Spread out seating to encourage physical distancing.
- Stagger shifts and breaks to minimize staff gathering.

Specific touchpoints
- Doorknobs
- Public phones
- Public computers
- Light switches
- Chair armrests
- Faucet
- Cupboard/drawer handles
- Refrigerator and microwave handles
- Tables

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*Refer to product label for use directions
CUSTOMER ASSURANCE TACTICS

- Script a message for your employees to share with customers upon arrival.
- Increase frequency of cleaning and disinfection in public spaces during high-traffic periods to increase customer visibility of these tasks.
- Communicate new cleaning standards to your customers through your website, loyalty programs, or an email blast.
- Be clear about expectations for customer behavior in common areas with obvious signage.
- Provide disinfectant for customers at tables.
- Where available, provide hand sanitizer in high-traffic areas that do not have access to soap and water.
- Consider giving customers the opportunity to provide feedback on the cleanliness of their recent visit to reinforce your commitment to their safety.
COVID-19 RESPONSE AND RECOVERY RESOURCES

Ecolab has many resources available now to help protect your employees and customers by visiting: https://www.ecolab.com/coronavirus

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Personalized Expertise: Service & support from your Ecolab representative
For more information contact your:
Ecolab Representative or call 1-800-352-5326
Ecolab Pest Representative or call 1-800-325-1671
Nalco Water Representative or call 1-800-288-0897
or visit ecolab.com/coronavirus