



Let's live!

Deep cleaning procedures

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



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 member 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

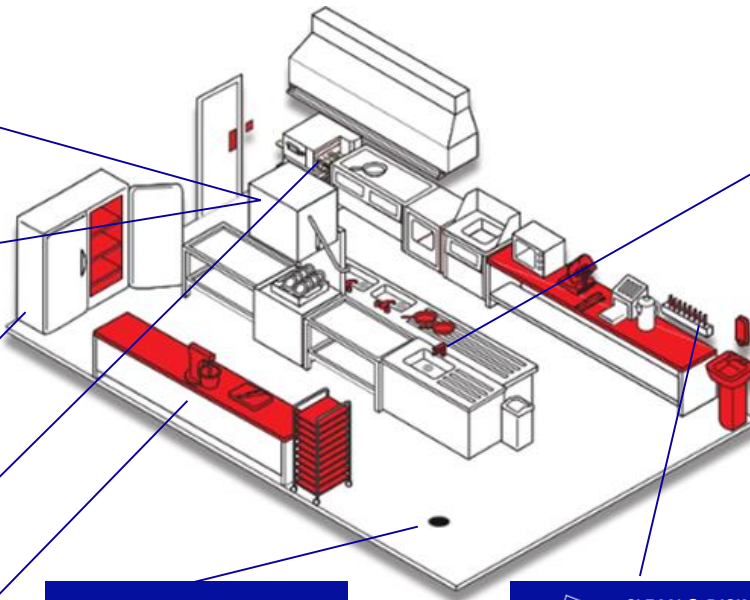
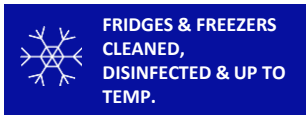
HOUSEKEEPING

- HARD FLOORS DISINFECTION
- MATTRESS SANITIZATION



Kitchen deep cleaning procedure tips

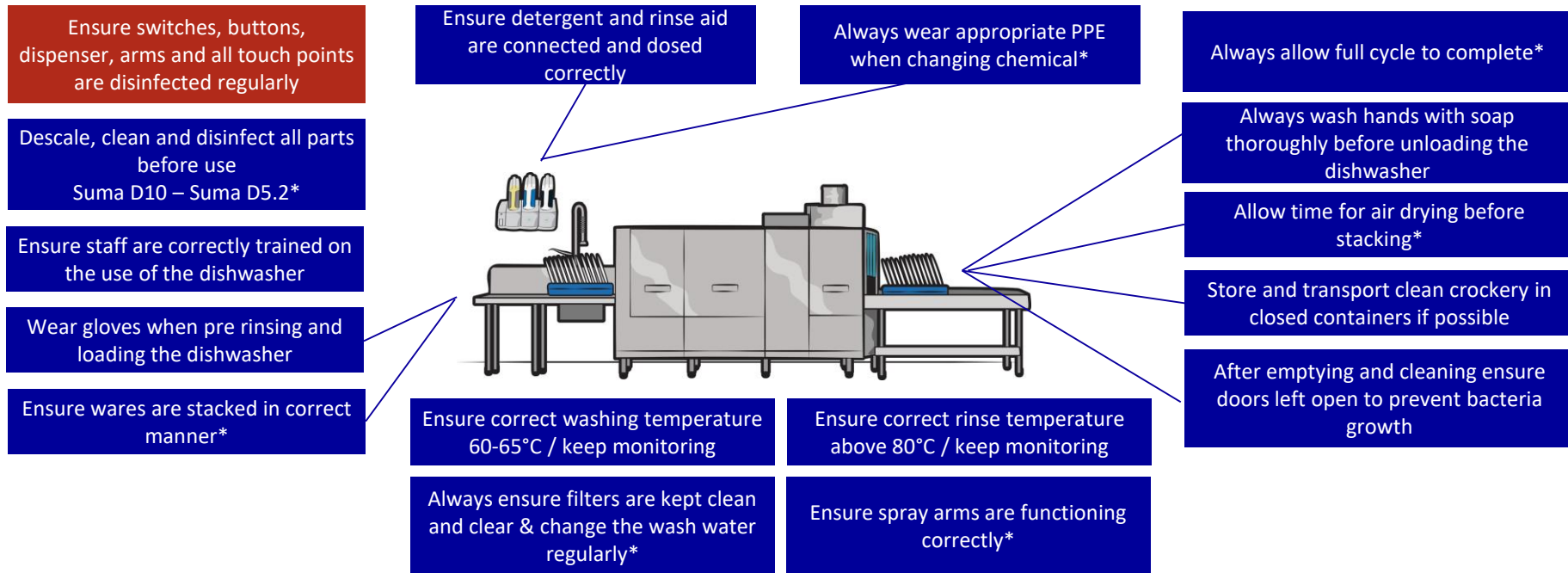
Before re-opening & on top of general cleaning





Automatic dishwashing procedure tips

Before re-opening & on top of general cleaning



If the machine is clean, working correctly, chemical dosed & flowing and at correct temperatures then this will be sufficient to remove SARS-CoV-2

*Refer to guides & brochures for more info



Consulting™

Reduce risk of legionella presence

Food safety

WHAT TO DO?

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

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

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



✓ Flush at high temperatures

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

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

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

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

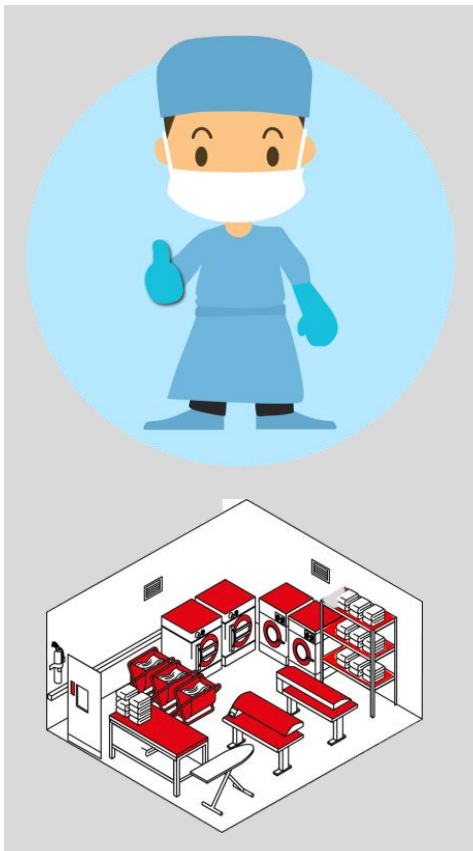


Linen deep cleaning procedure tips

Before re-opening & on top of general cleaning

IN THE GUEST ROOMS

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



IN THE LAUNDRY

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



Linen deep cleaning procedure tips

Pre-opening laundry Check-List

Item	Guidelines	Laundry Solution
<ul style="list-style-type: none"> • Bed and bath linen • Pillow case • Mattress & pillow protectors • Spa towel and F&B linen 	<ul style="list-style-type: none"> ✓ Wash all linen, including linen from storage rooms 	<ul style="list-style-type: none"> ✓ Follow recommended Clax disinfection program
<ul style="list-style-type: none"> • Curtains (cotton / synthetic) • Cover of decoration pillows • Bed skirts 	<ul style="list-style-type: none"> ✓ Always check care labels 	<ul style="list-style-type: none"> ✓ Follow recommended Clax disinfection program OR use Dry Cleaning as an alternative option*
WITH PROTECTOR		
<ul style="list-style-type: none"> ✓ Pillows ✓ Duvets 	<ul style="list-style-type: none"> ✓ A good and safe practice is to use two layers <ul style="list-style-type: none"> - Pillow → pillow case + protector - Duvet → duvet cover + protector ✓ Remove both layers from pillows & duvets ✓ Always check Care labels 	<ul style="list-style-type: none"> ✓ Follow supplier's recommendation for washing the pillows ✓ For pillow protector and case: see above
WITHOUT PROTECTOR - AFTER RE-OPENING: WE RECOMMEND TO ALWAYS USE PROTECTOR		
<ul style="list-style-type: none"> ✓ Synthetic pillows ✓ Synthetic duvets 	<ul style="list-style-type: none"> • Always check care labels 	<ul style="list-style-type: none"> ✓ Follow recommended Clax disinfection program ✓ Dry Cleaning is an alternative option
<ul style="list-style-type: none"> ✓ Duvets with feathers ✓ Pillows with feathers 	<ul style="list-style-type: none"> • Put in cloth / plastic bags and securely seal the bag for 4 days • Subject to local ministry of health's guidelines, linen may be considered low risk after 4 days 	<ul style="list-style-type: none"> ✓ Follow supplier's recommendation for washing the pillows and duvets



Linen deep cleaning procedure tips

Pre-opening laundry Check-List

Item	Guidelines	Laundry Solution
• Blankets	<ul style="list-style-type: none">✓ After wash & dry, seal blankets in cloth /plastic bags before storage and refrain from (or limit) use in guest rooms✓ Remove all blankets from guest rooms✓ Guests to request it from Housekeeping	<ul style="list-style-type: none">✓ Follow standard Clax wash program
• Staff Uniforms	<ul style="list-style-type: none">✓ Always check care labels	<ul style="list-style-type: none">✓ Follow recommended Clax disinfection program✓ Dry Cleaning is an alternative option*
• Mattress / Sofa covers	<ul style="list-style-type: none">✓ Follow Diversey's in room cleaning instructions.✓ After re-opening, we recommend to always use a protector	<ul style="list-style-type: none">✓ Refer to Diversey's in room cleaning solutions

Subject to local public health guidelines, a facility may be considered low risk if fully closed for more than 4 days. This follows latest scientific insights from a [US funded study](#) endorsed by [WHO](#) - in case a facility is considered low risk, standard Clax wash programs and procedures can be applied as well



HARD FLOORS DISINFECTION

Except for food preparation areas



Before (re)opening
Daily in case of outbreak



BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves



PRODUCTS TO USE

Cleaner disinfectant 2 options



Oxivir Excel
Dosage: 2%
Contact time: 5min



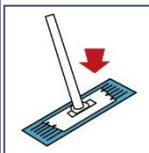
Suma Bac D10
Dosage: 1,5%
Contact time: 5min

Tools

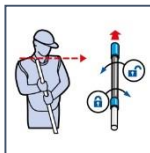


Jonmaster system

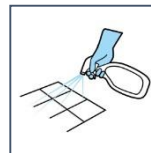
Using



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

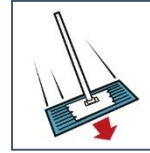


Adjust mop handle to comfortable height (chin level). Loosen handle by turning handle lock a quarter turn to the left and pulling handle upwards. Lock handle in position by turning handle lock a half turn to the right.



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

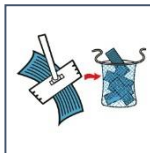
Dosage:
2%/1.5%



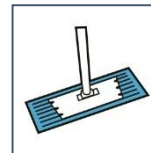
Mop the floor with the leading edge of the mop starting at the furthest point from the exit, pushing the mop in a forwards direction.



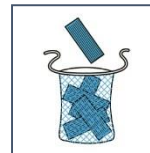
When mop is soiled, remove from the mop head by stepping on the 2 edges of the mop. With both hands, pull the handle upwards to release the mop.



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



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



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

AFTER CLEANING

- 1 Dispose dirty mops into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands





MATTRESS SANITIZATION

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

WHEN?



BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves



Products to use

Cleaner disinfectant



Oxivir Excel



Dosage: 2%

Contact time: 5min

TASKI machines and Tools



Foam generator

OR

TASKI 7,5L atomizer

Using



Vacuum the mattress



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



Scrub stains using the manual cleaning tool.

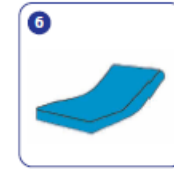


Allow the solution to act until the foam residues have dried out.

Leave a minimum 5min contact time.



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



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

AFTER CLEANING

- 1 Discard used gloves
- 2 Sanitize hands





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. Therefore, Diversey prepared a guide to support on providing a renewed and welcoming atmosphere so that guests can feel welcomed, safe and be surprised by a great first impression...

CARPET DEEP CLEANING

Housekeeping or
Maintenance & Engineering

HEAVY DESCALING

Housekeeping

SHINY HARD FLOORS

Housekeeping or
Maintenance & Engineering

MOULD & MILDEW

Housekeeping

ODOUR CONTROL

Housekeeping



CARPET DEEP CLEANING

Spray Extraction method

PRODUCTS TO USE

Carpet extraction cleaner



TASKI Tapi extract

Dosage: 5%

or



Enhance Extraction Cleaner

Dosage: 2%

TASKI machine

TASKI Pro
carpet 30/45



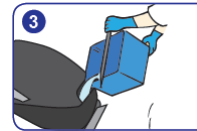
Using



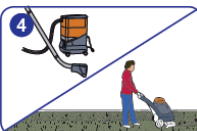
Remove any unsecured furniture. Remove chewing gum, any spots / stains, stickers and any large pieces of litter from the floor. Thoroughly brush vacuum the carpet. Fill water into the spray device and add the carpet shampoo according to the recommendations.



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



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



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



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



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

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



SHINY HARD FLOORS

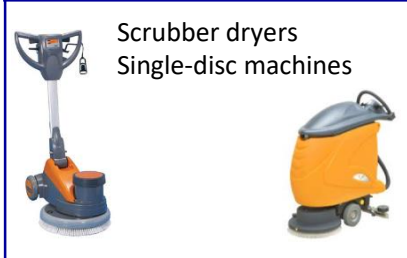
Marble & Terrazzo floors crystallization without chemicals

PRODUCTS TO USE

Twister Pads



TASKI machines



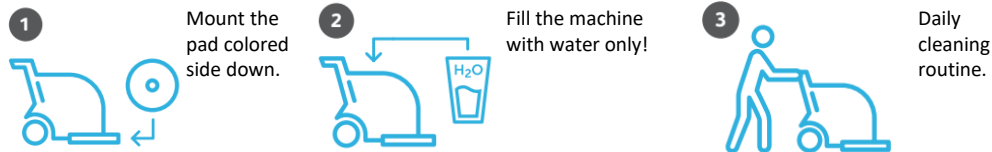
Scrubber dryers
Single-disc machines

A REVOLUTIONARY METHOD FOR EVERYDAY MACHINE CLEANING

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

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

Using



Routines after cleaning



✓ 365 days great looking hard floors for your guests !
No up, no down periods.



✓ **Reduce:** up to 67% less pads thanks to ultra-durability

✓ **Reuse:** each pad is made of 2,6 recycled PET bottles

✓ **Remove:** no chemicals, just water!



✓ Achieve between **20 and 40% operational costs reduction**. Extended floors lifetime.



ODOUR CONTROL

Restore a fresh & welcoming environment

PRODUCTS TO USE

Odour Eliminators



Good Sense Breakdown

Dosage: 5% - neat*

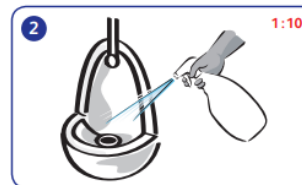
Good Sense Nomad aroma diffuser
with patented Gel-active technology



Using

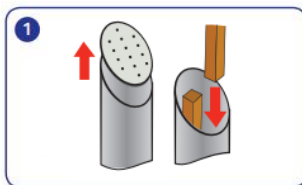


Use neat on difficult areas. Pour into **200ml of Good Sense Breakdown** overflow of sink basin or down the urinal and drain points. Allow contact time.

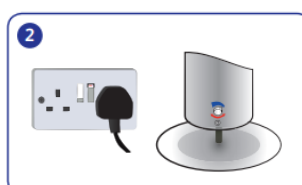


Can be used as a daily cleaner for waterless urinals at 5% dilution (2 pumps in 500 ml), spray onto surfaces and brush before rinsing off.

Complete malodour elimination in 30 minutes



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



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

**Check proper dosages in the PIS*



HEAVY DESCALING

Floors, walls, washrooms

PRODUCTS TO USE

Washroom descaler



TASKI Sani Calc

Dosage: 20%

Tools

Jonmaster system 25cm /
Jonmaster Ultra cloth XL
green



or



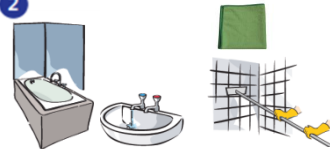
Using

1



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

2



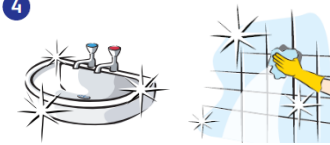
Apply with Jonmaster 25cm or microfiber cloth.

3



Leave for 5 minutes.

4



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



MOULD & MILDEW REMOVAL

PRODUCTS TO USE

Grout cleaner



Room Care R11

Ready-to-use

or



TASKI Sani Mouldout

Ready-to-use

Tools

Sponge
scourer or
grout brush



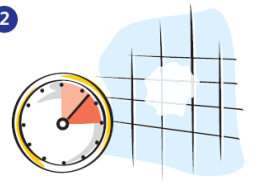
Using

1



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

2



Allow suitable contact time.

3



Agitate stubborn stains with grout brush or scourer.

4



Rinse thoroughly and buff to a shine.