1. **Scope**
   This document has been compiled with the focus on general direct cross contamination infection reduction in mind using very strict protocols in a variety of restaurant and catering environments.

2. **Staff responsible**
   2.1. All cleaners
   2.2. Management
   2.3. Front of house staff
   2.4. Kitchen, servery and bar staff
   2.5. Food & Beverage staff
   2.6. Delivery staff
   2.7. Maintenance staff

3. **Equipment needed**
   3.1. Correctly diluted multi-purpose cleaner
   3.2. Correctly diluted QAC Sanitiser
   3.3. Correctly diluted Chlorine-based sanitiser
   3.4. Correctly diluted fast drying or alcohol based sanitiser
   3.5. Correctly labelled spray bottles
   3.6. Hand washing soap
   3.7. Hand sanitisers
   3.8. Alcohol sanitiser swabs
   3.9. Cleaning cloths
   3.10. Toilet cleaning equipment
   3.11. Laundry handling and cleaning equipment
   3.12. Mouth-and-nose cover (face mask)
   3.13. Protective gloves
   3.14. Protective goggles
   3.15. Medical thermometer

4. **Method**
   4.1. Set out below
5. **Records required**
   5.1. Staff hygiene check lists
   5.2. Opening procedure checklist
   5.3. Training registers
1. Orders must be placed for all services, consumables and equipment long before opening occurs to ensure the process can run smoothly:
   1.1. Chemicals and alcohol sanitisers wipes (check stock and ensure all chemicals are available)
   1.2. Cleaning equipment (such as check stock of cloths, mops, brooms, buckets, spray bottles)
   1.3. PPE
   1.4. Pest control
   1.5. Electricians
   1.6. Plumbers
   1.7. Extraction hood deep cleaning
   1.8. Plate washing machine technicians
   1.9. Air-conditioning unit technicians
   1.10. Refrigeration technicians

2. Cleaning procedures to be used for all surfaces, except toilet sluice (toilet bowl inner) areas:

   2.1. When using a dual-purpose chemical such as a QAC based detergent/disinfectant:
      2.1.1. The surface must be fully cleaned first with the detergent/disinfectant and a separate cleaning cloth before sanitising.
      2.1.2. For sanitising, spray the detergent/disinfectant onto the surface
      2.1.3. Allow a 5 minute contact time
      2.1.4. Wipe with a clean cloth. A new cloth should be provided for each shift and must be kept in a clean condition.
      2.1.5. Allow to air dry

   2.2. When using single purpose chemicals (dedicated detergent and separate dedicated sanitisers):
      2.2.1. The surface must be fully cleaned first with the detergent and a separate cleaning cloth before sanitising.
      2.2.2. For sanitising, spray the QAC, Alcohol, or bleach (liquid chlorine) based disinfectant onto the surface
      2.2.3. Allow a 5 minute contact time
      2.2.4. Wipe with a separate clean cloth. A new cloth should be provided for each shift and must be kept in a clean condition.
      2.2.5. Allow to air dry
3. **Bathroom toilet bowl inner, or sluice (toilet bowl inner), cleaning procedure (DO THIS LAST whenever bathrooms are cleaned):**

3.1. Sluice (toilet bowl inner) cleaning:
   3.1.1. Flush (stand back, turn head away, breath out to avoid aerosol)
   3.1.2. Clean with brush
   3.1.3. Apply chemical with sanitising properties and allow a 5 minute contact time
   3.1.4. Flush again
   3.1.5. Clean rim as for point 2.1 or 2.2 above using Sluice (toilet bowl inner) cloth and bucket

3.2. SEGREGATED (colour coded) cleaning equipment must be used for the:
   3.2.1. Toilet outside and hand contact areas (bowl outside, folding seat, cistern, flush)
   3.2.2. Sluice (toilet bowl inner) area of toilet (rim and inside bowl)
   3.2.3. Bathroom/bath/shower general areas
   3.2.4. Each area must have a cloth and bucket TO BE KEPT SEPARATE
   3.2.5. The sluice (toilet bowl inner) area must also have a toilet brush as above

3.3. Be sure nothing splashes up onto your uniform
3.4. Clean and sanitise hands and arms afterwards
3.5. Take buckets to housekeeping for rotation. Clean and sanitise hands and arms afterwards

4. **Staff assessment, Positive case action, PPE supply and training before procedures commence:**

4.1. All staff must be screened and checked using staff hygiene and illness check first thing in the day and keep all staff separate during the check. It is recommended that a temperature check is added to the screening check This must be done at the beginning of every shift using a No Contact Medical Infrared Forehead Thermometer
4.2. Give staff a form of mouth-and-nose cover (face mask) to prevent outward cross contamination from staff that may be asymptomatic
4.3. Cleaning staff should be provided with googles
4.4. All staff should be trained in infection control and personal hygiene practices
4.5. An action plan must be implemented for scenarios where there may be staff or guests confirmed to be positive/infected
5. **FOH areas: Reception, seating, general common areas:**

5.1. Perform a full cleaning and sanitising on all direct contact and Frequent Touch areas using the procedures above:

5.1.1. Railings and handles
5.1.2. Door handles and push plates
5.1.3. Balustrades and railings
5.1.4. Chairs, seats, tables
5.1.5. Counter tops, proximity railings, general use desks
5.1.6. Multimedia desks
5.1.7. Multimedia equipment touch areas (wipe, do not use dripping wet cloths or spray chemicals directly)
5.1.8. Trays, common use movable equipment
5.1.9. Payment stations and equipment

5.2. Perform a full deep clean and sanitising on all structural areas:

5.2.1. Floors, walls, windows
5.2.2. Lights, ceilings
5.2.3. Desk supports, general supports
5.2.4. Non-contact areas of the doors

5.3. Install and supply all free access personal hygiene and social distancing measures (this may apply to various parts of the overall operation):

5.3.1. Free access quick drying hand sanitiser stations in all common areas
5.3.2. Free access quick drying hand sanitiser stations at all Frequent Touch areas
5.3.3. Free access alcohol sanitiser wipes at all Frequent Touch electronics surfaces (credit card machines, ATM key pads)
5.3.4. Queuing 2m separation markers
5.3.5. Queuing guide barriers
5.3.6. See through barriers at reception and direct approach areas
5.3.7. Distance barriers at reception and direct approach areas
5.3.8. Infection control reminder signage
5.3.9. Set up a cash handling system, where the following system can be followed by staff and customers:

5.3.9.1. Hand sanitiser for use before handling cash
5.3.9.2. Cash should be placed on a sanitised tray (alcohol/fast drying sanitiser)
5.3.9.3. Cash should be sprayed with sanitiser (alcohol/fast drying sanitiser)
5.3.9.4. Cash can be handed over from the tray
5.3.9.5. Hands should be sanitised after handling the cash
5.3.9.6. NOTE: The use of cash should be eliminated where possible as cash has a very high risk of holding infection
5.4. Deep clean all toilet areas as per point 3 above:

5.4.1. Flush all toilets
5.4.2. Open and flush all taps for 60 seconds.
5.4.3. Fill all hand washing soap dispensers.
5.4.4. Ensure hand drying facilities are available
5.4.5. Install hand sanitisers, both inside the toilets, as well as outside the entrance door.
5.4.6. Install signs to encourage guests to wash their hands
5.4.7. Supply alcohol/fast drying sanitisers in common areas and cubicles with signage prompting persons to sanitise their hands before using anything and to use the items while their hands are wet with sanitiser. Persons should also be prompted to spray all surfaces with the supplied sanitiser

6. Kitchens, receiving areas, bars and serveries:

6.1. It is highly recommended that an extensive pest fogging and treatment, as well as a post treatment dead pest removal, is performed before the areas are cleaned. The pest control company must do a full inspection, including checking and servicing all pest control bait stations

6.2. Perform a full deep clean and sanitising and a general check on all structural areas:

6.2.1. Floors, walls, windows
6.2.2. Lights, ceilings
6.2.3. Processing table supports, general supports
6.2.4. Flush, treat and deep clean all drains
6.2.5. Check, replace and clean all pest control bait stations
6.2.6. Non-contact areas of the doors
6.2.7. Flush out ALL water taps for 1 minute
6.2.8. Do a careful check on all gas and electrical supply lines and connections

6.3. Perform a full cleaning and sanitising on all direct contact areas:

6.3.1. Processing tables
6.3.2. Shelves
6.3.3. Bain maries, salamanders, warmers
6.3.4. Cooking equipment and grills
6.3.5. Deep fryers
6.3.6. Direct contact equipment (blenders, slicers, and such)

6.4. The scullery areas must be checked, cleaned and sanitised:

6.4.1. Washing sinks, tables, taps
6.4.2. Shelves and racks
6.4.3. Dispensers should be checked (Call the chemical supplier for a service if any dispensers are not operational
6.4.4. Chemicals must be supplied to the scullery areas
6.4.5. Scullery items (cutting boards, pots, spoons, etc) should all be fully cleaned and sanitised before first use.
6.5. Perform a full deep clean and sanitising on the plate washing machines:

6.5.1. Fully dismantle the machine as far as possible
6.5.2. Clean and sanitise all interior and exterior surfaces and working parts
6.5.3. Flush through all the water supply pipes for 1 minute
6.5.4. Clean and sanitise the receiving areas
6.5.5. Clean and sanitise the clean items storage areas
6.5.6. Check that the machine is working correctly
6.5.7. Ensure all the chemicals are supplied to the machine and that the dispensers are working
6.5.8. It is highly recommended that all glassware, cutlery and crockery is washed through the washing machine before first use
6.5.9. The chemical supplier to relevant service provider may need to called in to service the machine.

6.6. Perform a full deep clean and sanitising on all cold storage and supply facilities. Cold rooms, freezer rooms, undercounter fridges, upright fridges, undercounter freezers, upright freezers, chest freezers, ice machines:

6.6.1. Exterior surfaces, exteriors of the doors, door handles
6.6.2. Interiors of the doors, door seals
6.6.3. Interior floors, walls, ceilings/upper areas
6.6.4. Cooling unit exterior surfaces, drip trays/pipes and supply pipes
6.6.5. Fan covers and interiors of fans and fan covers
6.6.6. Shelves, storage steps, trollies
6.6.7. Discard any food that may have been left in these units
6.6.8. Ice machine hard to reach contact areas (dismantle)
6.6.9. Flush out water filter housings and replace filters
6.6.10. Switch all refrigeration units on at least 24 hours before food is stored in them. Measure temperatures of all units after 24 hours to ensure that they are correctly operational before use

6.7. Dry store and receiving areas must be checked and deep cleaned and sanitised

6.7.1. Shelves, doors, security gates
6.7.2. Walls, floors, ceilings, lights
6.7.3. Receiving scales
6.7.4. Remove all food and equipment items to check for pest interference, mould build up, open packaging (discard all that may have been effected)
6.7.5. Check all expiry dates, discard any expired stock, and any stock close to expiring that may not be used before expiry

6.8. All dustbins and lids must be deep cleaned and sanitised and made ready for use. Make sure that bin liners are available.
6.9. Deep clean and sanitise all hand washing basins, taps, drains and soap/sanitiser dispensers.
   6.9.1. Check and fill all dispensers with soap and sanitiser.
   6.9.2. Ensure that hand drying facilities and paper towel bins are available at each hand washing basin.
   6.9.3. Place hand sanitiser near all doors that require hands to touch them to open.
   6.9.4. Place hand sanitisers within easy reach of any equipment, such as fridge doors, that will be touched frequently by various staff.
   6.9.5. Install additional hand washing and sanitising reminder posters throughout the kitchen areas.

7. **Delivery Vehicles:**

   7.1. Perform a full cleaning and sanitising on all direct contact and Frequent Touch areas using the procedures above:
      7.1.1. Vehicle doors and handles (inside and outside)
      7.1.2. Levers, buttons, switches
      7.1.3. Seats
      7.1.4. Food storage containers
      7.1.5. Handle bars, seats, levers and switches on motorbikes

   7.2. Free access quick drying hand and surface sanitiser supplied to all vehicles

8. **Take-away collections:**

   8.1. Set up a takeaway collection area that is as separate as possible from the rest of the general areas
   8.2. Free access sanitiser should be made available along with awareness signage
   8.3. This area should facilitate social distancing management
9. **Bulk water and air-conditioning:**

9.1. **Hot water supply:**

9.1.1. It is recommended that where access is possible a full internal inspection should be performed to ascertain if a deep clean is required for boilers, geysers, holding tanks and heat pumps.

9.1.2. It is also recommended that the water is tested for its microbiological quality in line with the guidelines for drinking water (SPC, Coliforms and *E.coli*) and for *Legionella* spp content, to ascertain if the water is fit for consumption and use.

9.1.3. If the tests reveal that the water quality is within acceptable specifications, then the water should be heated to above 60 degrees Celsius and flushed through the system. Be sure that the following areas are flushed out:

9.1.3.1. Holding tanks
9.1.3.2. Boilers, heat pumps and geysers
9.1.3.3. Pressure pumps
9.1.3.4. Guest rooms taps
9.1.3.5. Kitchen taps
9.1.3.6. Staff change room taps
9.1.3.7. Common area taps

9.1.4. **PLEASE NOTE:** If the water cannot be tested OR if the water test results are out of specification then:

9.1.4.1. The water should be then heated to above 80 degrees Celsius and flushed through the whole system WARNING: ALL staff must be made aware of the dangerous water temperature.

9.1.4.2. Drop water temperature back to 60 degrees Celsius for normal hot water supply

9.1.4.3. **OR** if the water cannot be heated to 80 degrees Celsius, the water in the holding tanks should be dosed with chlorine to achieve a concentration of 5.0 ppm (or 5mg/L) minimum. This dosed water should be left in the tanks for 24 hours.

9.1.4.4. The water should then be flushed through the whole system as above. WARNING: ALL staff must be made aware of the dangerous water chlorine levels

9.1.4.5. The water should be then heated to above 60 degrees Celsius and flushed through the whole system.

9.1.4.6. Maintain water temperature generation at 60 degrees Celsius for normal hot water supply

9.1.5. **PLEASE NOTE FOR FLUSHING:** The requirement is for the treated/clean water to be flushed through all of the pipes, and to be flushed out of the end supply points (taps, toilets, shower heads, and such). In the interests of water conservation, this SOP is **NOT** requiring the full discarding and replacement of the full volume of bulk water.
9.2. Cold water supply:

9.2.1. It is recommended that where any access is possible a full internal inspection should be performed to ascertain in a deep clean is required for holding tanks, filtration systems, treatment systems and pressure pumps.

9.2.2. It is also recommended that the water is tested for its microbiological quality in line with the guidelines for drinking water (SPC, Coliforms and \textit{E.coli}) and for \textit{Legionella} spp content, to ascertain if the water is fit for consumption and use.

9.2.3. If the tests reveal that the water quality is within acceptable specifications, then the water should be flushed through the system. Be sure that the following areas are flushed out:

- Holding tanks
- Filtration systems
- Treatment systems
- Pressure pumps
- Guest rooms taps
- Kitchen taps
- Staff change room taps
- Common area taps

9.2.4. PLEASE NOTE: If the water \textit{cannot} be tested OR if the water test results are out of specification then:

- The water in the holding tanks should be dosed with chlorine to achieve a concentration of 5.0 ppm (or 5mg/L) minimum. This dosed water should be left in the tanks for 24 hours.

9.2.4.2. The water should then be flushed through the whole system as above. WARNING: ALL staff must be made aware of the dangerous water chlorine levels.

9.2.4.3. Decrease water chlorine dose to normal human consumption levels (0.5ppm to 1.0ppm), flush the whole system again.

9.2.5. **PLEASE NOTE FOR FLUSHING:** The requirement is for the treated/clean water to be flushed through all of the pipes, and to be flushed out of the end supply points (taps, toilets, shower heads, and such). In the interests of water conservation, this SOP is \textbf{NOT} requiring the full discarding and replacement of the full volume of bulk water.

9.3. All air-conditioning equipment, cooling towers, bulk conditioned air supply lines and stand-alone conditioning units must be checked and cleaned:

- fully dismantle each unit
- remove old water and flushed out
- deep cleaned and sanitise all water and air contact areas
- clean out trip trays and filters
- Gas driven air conditioners (clean out the air filters and run the air conditioners for at least an hour)
10. **Children’s play areas:**

It is strongly advised that all common use play areas are closed from use until the current threat has subsided. If this area is to be used it should be outfitted with sufficient signage inform users thereof of the inherent risks of cross contamination and that the use these areas and items at their own risk.

10.1. All common areas and high contact areas must be cleaned and sanitised:

10.1.1. Switches, buttons, railings and handles
10.1.2. Door handles and push plates
10.1.3. Balustrades and railings
10.1.4. Chairs, seats, tables
10.1.5. Proximity railings, general use desks
10.1.6. Trollies, toy shelves, bean bag chairs
10.1.7. Toilets

End