



# Create Cleaner Work Spaces

## Your Foodservice & Retail Hygiene Guide

In these unprecedented times, there is a heightened sense of concern for customer and employee well-being. Kimberly-Clark Professional is here to help. Use this guide to prepare your business for new hygiene standards.



### Hygiene Expertise for Hygiene Excellence

Foodservice companies, grocers, retailers and other high-traffic businesses—your staff and customers count on you to put the right hygiene measures in place. As an industry innovator and leader for almost 150 years, we understand the importance of that trust. As you implement new hygiene measures, we've got the tools, solutions and know-how to help you move into your new normal.

## A Whole **New Way of Working**

The foodservice and retail industries are dealing with major shifts in operational and cultural norms. Employees are required to maintain greater physical distance and meet rigorous cleanliness and hygiene standards. Add customers to the mix, and it's clear that hygiene has never been more critical.

It has now become vital for restaurants, grocery stores, retailers and other high-traffic businesses to plan and prepare for the following measures:



### **Be open to new ways of working.<sup>1</sup>**

Minimize personal contact and implement protective barriers. When you are in the building, be mindful of the safety of others.



### **Limit the number of people you interact with.**

When in-person meetings are required, put empty chairs between people and limit the number of people to 10.



### **Adjust to new social norms.**

Consider adopting a handshake-free greeting and continue to maintain a distance of six feet when you interact with others.



### **If you have a fever, cough, difficulty breathing or other symptoms, stay home and seek medical advice.<sup>2</sup>**

Do not come into the building.



### **Try to avoid touching your mouth, nose and eyes.<sup>3</sup>**

If you have to, wash your hands before or after doing so.<sup>4</sup>



### **Don't share devices.<sup>5</sup>**

This includes keyboards, computer mice, headsets and other equipment. If you share, disinfect between use.

### **10-Step Building Hygiene Checklist**

If you're just reopening your building, review this checklist to help ensure you've considered everything.

[See page 4](#)

### **Tackling Germ Hot Spots**

Refer to our quick guide to areas where hand soaps, sanitizers and wipers should be put to work.

[See page 5](#)

## Germs: The More You Know

Think you're informed about workplace germs? Here are some stats that may surprise you.

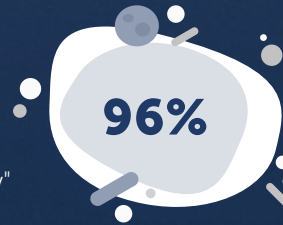


### Face the Facts

You touch 7,200 surfaces every 24 hours.<sup>6</sup> You also touch your face 522 times a day.<sup>7</sup>

### Cleanliness Counts

96% of patrons believe that cleanliness is the most important component in creating a "visit-worthy" atmosphere in a restaurant.<sup>8</sup>

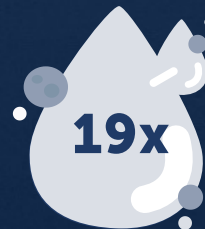


### Shopping for Germs

A study found *E. coli* on almost half the shopping carts tested.<sup>9</sup> These germs may be transferred from the cart to hands, food, and the face.

### Watch Where You Drink

Water fountains have 19x as much bacteria as a toilet seat.<sup>10</sup>



If you're alarmed by these numbers,  
know that you're not alone.

When you understand what you're up against every day, you can better protect your customers and employees. Get prepared with a solid workplace hygiene strategy.

1. What Happens When We Return to the Workplace, <https://www.gensler.com/research-insight/blog/what-happens-when-we-return-to-the-workplace>
2. CDC, <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
3. CDC, <https://www.cdc.gov/features/rhinoviruses/index.html>
4. CDC, <https://www.cdc.gov/handwashing/when-how-handwashing.html>
5. CDC, <https://www.osha.gov/Publications/OSHA3990.pdf>
6. Zhang, N., Li, Y. and Huang, H., 2018. Surface touch and its network growth in a graduate student office. *Indoor air*, 28(6), pp.963-972
7. A frequent habit that has implications for hand hygiene. Kwok, Yen Lee Angela et al. 2015. *American Journal of Infection Control*, Volume 43, Issue 2, 112 – 114
8. Source: <https://www.mintel.com/blog/foodservice-market-news/cleanliness-menu-selection-and-comfort-most-important-when-dining-out-reports-mintel>
9. Bacterial contamination of shopping carts and approaches to control. Gerba C.P., Maxwell S. (2012) *Food Protection Trends*, 32 (12), pp. 747-749. [taken from PDF]
10. <https://www.nsf.org/consumer-resources/studies-surveys-infographics/germ-studies/germiest-places-schools>



# 10-step **building hygiene** checklist

## What to consider before reopening



As people return to work, it's important to reassure them about the cleanliness and hygiene of your facility. Before you reopen, consider the following steps to demonstrate your commitment to maintaining a clean and hygienic environment.

### 1. Make sure your water system and devices are safe.<sup>11</sup>

After a prolonged shutdown, stagnant or standing water can cause conditions that increase the risk of waterborne illnesses.

### 2. Create a "limited-touch" environment.

Reduce contact with frequently touched surfaces via automatic systems such as sensor-activated door openers and electronic restroom dispensers. Consider simple hygienic upgrades like placing paper towels or tissues next to restroom exits for use on door handles.

### 3. Ensure that your cleaning staff is trained on new protocols.

Do they understand the difference between cleaning, sanitizing and disinfecting? Do they know how to reduce the risk of cross-contamination and address "hot spots"? Make sure all protocols are implemented properly before reopening your building.

### 4. Establish screening procedures.

Will you conduct health screenings for everyone who enters your building? What about temperature checks and virtual signins via QR codes? See these OSHA guidelines for additional recommendations.

### 5. Maintain social distancing.

Make sure workspaces are at least six feet apart and consider reducing the number of chairs in a meeting space or conference room.<sup>12</sup>

### 6. Rethink unassigned workspaces and shared equipment.

The CDC recommends that workers avoid using desks, work tools or equipment used by other employees.<sup>13</sup>

### 7. Post hygiene information throughout your facility.

Include hand hygiene tips and details about screening procedures, cleaning protocols and when an area was last cleaned to reassure people about the steps you are taking to provide a safe and hygienic environment.

### 8. Keep critical supplies well-stocked.

Make sure you have sufficient quantities of soap, bathroom tissue and other items. Also consider adding amenities to promote hand and surface hygiene such as hand sanitizer stands and personal disinfectant wipes for desks, phones and keyboards.

### 9. Develop a response plan in case someone in your building becomes ill.

Identify a space where the person can be safely isolated and have a plan for transferring them to a health facility.<sup>14</sup>

### 10. Consider enhancements to indoor air quality.

Americans spend upwards of 90% of their time indoors. An EPA report found that installing a system designed to improve indoor air quality in an office can lead to increased productivity, fewer lost work days and medical cost savings.<sup>15</sup>

To learn additional best practices, visit these sites: hand hygiene and surface disinfecting.

11. CDC, <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>

12. CDC, <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

13. CDC, <https://www.osha.gov/Publications/OSHA3990.pdf>

14. World Health Organization, <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>

15. Environmental Protection Agency, <https://www.epa.gov/indoor-air-quality-iaq/office-building-occupants-guide-indoor-air-quality>

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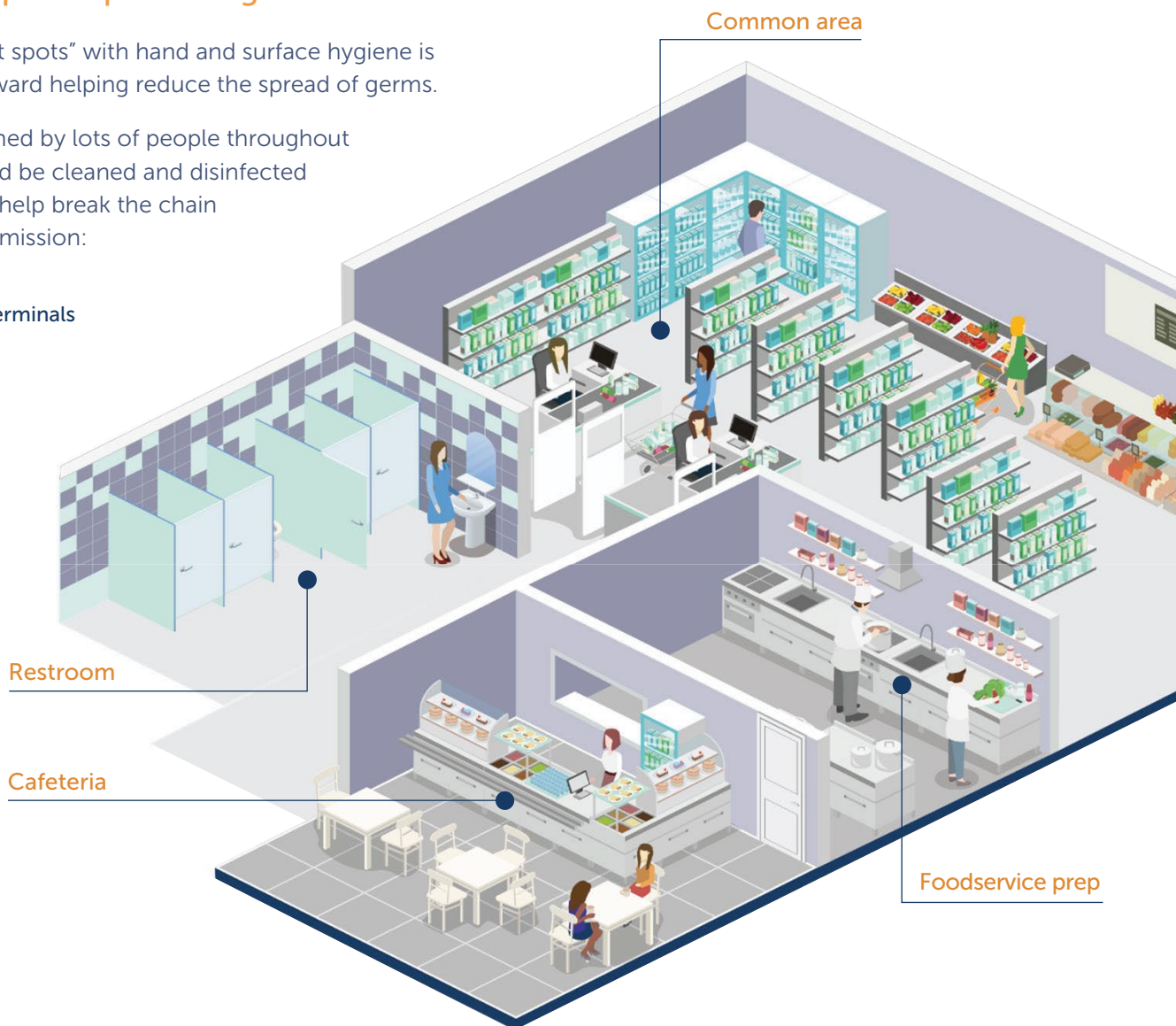
# High-traffic hot spots



## These areas require hygienic solutions to help stop the spread of germs.

- Targeting “hot spots” with hand and surface hygiene is a key step toward helping reduce the spread of germs.
- Objects touched by lots of people throughout the day should be cleaned and disinfected frequently to help break the chain of germ transmission:

- Touchscreen terminals
- Shopping carts
- Door handles
- Sink fixtures
- Countertops
- Tables



To learn additional best practices, visit these sites: [hand hygiene](#) and [surface disinfecting](#).

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# Assess Your Situation

To help you set up a successful hygiene strategy, here are some essential items to consider.

Note your level of preparedness in each of these areas, then determine your action steps.

**For more guidance,** connect with a Kimberly-Clark Professional Sales Representative to arrange a virtual hygiene site walk.

Critical action areas

● Unprepared

● Needs Improvement

● Prepared

<p>1.</p> <p><b>Surfaces disinfected throughout the day in the most hygienic manner:</b></p> <ul style="list-style-type: none"> <li>• EPA-approved cleaner &amp; disinfectant</li> <li>• Properly trained/retrained cleaning staff</li> <li>• Scheduled disinfecting throughout the day</li> </ul>			
<p>2.</p> <p><b>Frequent hand washing encouraged for all employees:</b></p> <ul style="list-style-type: none"> <li>• Best practices shared via company messaging</li> <li>• Visual cues posted as a frequent reminder</li> <li>• Sinks well-stocked with hand soap and single-use paper towels</li> </ul>			
<p>3.</p> <p><b>Hand sanitizer (at least 60% alcohol) available in high-traffic hot spots throughout the office:</b></p> <ul style="list-style-type: none"> <li>• Entrances, checkout stations, restrooms, doors with handles, etc.</li> <li>• Consider hygiene stations in work areas</li> </ul>			
<p>4.</p> <p><b>Disinfectant spray and/or wipes provided in high-traffic hot spots:</b></p> <ul style="list-style-type: none"> <li>• Tables, food counters, near shopping cart stations, stair rails, breakroom counters, near elevator doors, etc.</li> </ul>			
<p>5.</p> <p><b>Restrooms equipped for convenience, max hygiene and efficiency:</b></p> <ul style="list-style-type: none"> <li>• Hygienic toilet paper, seat covers, hand soaps and sanitizers</li> <li>• Consider facial tissues to support hygiene</li> </ul>			
<p>6.</p> <p><b>Hand drying process optimized for hygiene:</b></p> <ul style="list-style-type: none"> <li>• Disposable paper towels</li> <li>• Fully enclosed dispensers</li> <li>• Consider touchless technology</li> </ul>			

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