#### RESUMING HOSPITALITY OPERATIONS IN A COVID-19 ERA

ECOLAB APRIL 2020

# PREPARE YOUR OPERATION TO REOPEN

In these unprecedented times, many businesses that previously suspended operations partially or fully to comply with government regulation or due to operational disruption are now reopening. This guidance is intended to provide steps to restart your operation, safely clean and disinfect your property, and take care of your employees and guests.

Supporting resources available:

- Ecolab's <u>Hospitality Reopening Checklist</u>
- Ecolab's <u>Hospitality Reopening Procedures</u>

For additional resources, refer to Ecolab's <u>Coronavirus Preparation and</u> <u>Response Portal</u>.

Contact your Ecolab Representative for any additional support you may require during this reopening phase.



#### ECILAB

WE ARE HERE TO PARTNER WITH YOU IN

#### POWERING YOUR PERFORMANCE

#### **BY DELIVERING**





Ecolab partners with you to ensure outstanding guest experience through safe and clean guest rooms, white and soft linens, and spotless and inviting public spaces.



We equip you to **deliver safe food**, **rooms and public spaces** via complete disinfection programs, water safety programs and robust and personalized on-demand employee training.



Our industry expertise **boosts your bottom line** through improved labor utilization, water and energy savings, reduced reclaim, and reduced packaging and plastic waste.



# **STEP TO PREPARE FOR A SUCCESSFUL REOPENING**



Clean Environments Start with your Team



Maintaining Safety and Guest Confidence in Public Spaces



Safe Hands Everywhere you Need Them



Keep your Most Valuable Resources Safe-Your People



Protect your Properties and Set your Hotels up for Success



Create a Communication Plan to Instill Confidence in your Guests



# CLEAN ENVIRONMENTS START WITH YOUR TEAM

**TAKE ACTION** Follow heightened procedures and process to keep your guests and staff safe



Identify heightened high-touch point disinfection procedures and create processes and expectations by role



Hold trainings for both new hire and experienced employees. Create audit processes to ensure proper adherence.



Cross-Train staff where applicable to use labor more efficiently and allow for just-in-time cleaning.



Build out schedules for regular and routine cleaning of public spaces.



Conta produc

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

#### MAINTAINING SAFETY AND GUEST CONFIDENCE IN PUBLIC SPACES

**TAKE ACTION** Use this guidance to protect your guests and staff in public spaces

**MM** 



Monitor capacity in public spaces and move furniture to create adequate social distancing Provide disinfectant to allow guests to selfclean equipment before and after use

Where hand washing with warm water is not available, provide hand sanitizer for guests and staff

60%

ALCOHOL

**Frequent** Sanitize Avoid handwashing Hands /OUT close mouth contact oroughly wash hands and Use alcohol-based & nose Ecolab hand sanitize posed portions of arms without rinse. Cough or sneeze into a showing sympton issue or fleved elbow of respiratory illness seconds.

> Post guidance of public space cleaning standards and behaviors for guests





Contact your Ecolab Representative or refer to EPA's List N: Disinfectants for use against SARS-CoV-2 for approved products

#### SAFE HANDS EVERYWHERE YOU NEED THEM

#### TAKE ACTION

#### Build out and communicate your hand hygiene protocol







Provide guidelines and stress importance of increasing frequency of hand washing

Where hand soap is not available, provide alcohol-based hand sanitizer Set up wall charts and hand washing reminder signs in staff break rooms and restrooms



Encourage guests to follow safe hand hygiene practices



Ecolab Coronavrius Customer Response and Preparation Portal

## **KEEP YOUR MOST VALUABLE RESOURCES SAFE- YOUR PEOPLE**

**TAKE ACTION** Build out and communicate your employee safety protocols









Encourage social distancing across all roles in hotel (Front desk staff, back of house restaurant, and others) If social distancing is not possible, in line with public health regulations consider adding PPE for associates Create safety guidance for Housekeeping staff on when and how to safely clean rooms, public spaces and employee spaces

Communicate sick time policy for staff. Encourage your staff to stay home if unwell

#### **EC⊗LAB**<sup>®</sup>

## PROTECT YOUR PROPERTIES AND SET YOUR HOTELS UP FOR SUCCESS

**TAKE ACTION** Equip your hotels with the right tools and products





floor to remove loose soil and debris. 🚥 Put out 'Wet Floor' sigr ill mop bucket with 4-5 gallons of hot water min. 110°F). Add floor cleaner as specified o roduct label. To prevent streaking from dirty kitchen mops, use a dedicated cotton or synthetic mop for public areas. Dip mop into the cleaning solution and wring out well before applying to floor. Use damp op only. Do not over-wet floor Mop in 'figure 8' pattern with overlaps. Flip mop when first side is soiled. Rinse when both sides an soiled. Continue mopping until entire floor is clean. Change solution when soiled. Mop or squeegee solution toward drain. Refer to product label to determine if rinse is required. Allow floor to air dry. Thoroughly clean and store all equipment after use (i.e., hang mop to store, empty

Clear floor of all movable items including rugs and floor mats. Wipe up spills and sweep entire



Provide <u>reopening</u> <u>checklists</u> to ensure operation is ready to reopen Advise staff to set up consultations with equipment and chemical providers to ensure it is properly working Provide management staff with detailed procedures for all areas their property

dirty cleaning solution into mop sink).

Equip staff with the correct products to use across all areas of the hotel



## **INSTILL CONFIDENCE IN YOUR GUESTS**

TAKE ACTION

Create a communication plan that builds assurance and confidence with your guests



Provide communication on new cleanliness standards and safety practices through loyalty programs, email, and digital advertisements

Supply resources in guest rooms explaining the changes and protocols

Create procedures to clean public spaces more frequently during public hours

Provide transparency on remediation protocol if a guest or staff member were to be diagnosed with Covid-19





#### 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**