

Protecting your business,  
your guests and employees under  
a new normal

## A GUIDE FOR HOSPITALITY OPERATIONS



## The New Norm for Hospitality Operations

As many businesses plan to restart operations after a crisis, they'll need to consider a new set of concerns and needs. Those who populate our hotels and casinos—guests, patrons, shoppers, and employees will come with a heightened sensitivity to cleaning, hygiene, and sanitation. This “new normal” will raise expectations that could determine the success and reputation of each business moving forward.

To help businesses respond to these new expectations, NETWORK has collected relevant information from industry sources that you could consider as you navigate through these new challenges.

As a national distributor for multi-site locations, NETWORK partners with hotels and casinos to provide cleaning and disinfecting and foodservice packaging best practices to create welcoming environments that meet the highest standards.

NETWORK understands the importance of cleaning for health and delivers a full range of insights and product solutions from the world's top suppliers. For more than 50 years, NETWORK's value to the hospitality industry is knowing what's in the box and how to properly use it to deliver best performance when it matters most.

We have an essential job ahead to help with safety and wellness as people return to a “new normal.”

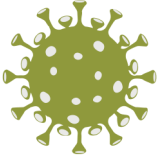
We've enlisted **Norm** to share important information throughout this guide to support your efforts to keep spaces clean and healthy.

Look for his guidance under “**Norm Knows.**”



### Key Considerations in this Guide:

1	Coronavirus Disease (Covid-19)
2	Effective Handwashing
3	Social Distancing
4	Caring for your Workforce
5	Preparing to Open
6	Surface Safety
7	Customer Impressions
8	Cleaning for Health
9	Distribution by Design



**Coronavirus disease (COVID-19) is a respiratory disease of international public health concern caused by a “novel coronavirus” not previously seen.**

People with COVID-19 have reported a wide range of symptoms – from mild symptoms to severe illness. Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and trouble breathing. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

**The virus may spread by respiratory droplets from an infected person to others through:**



- ☐ **The air** by coughing and sneezing
- ☐ **Close personal contact**, such as touching or shaking hands
- ☐ **Touching an object or surface with the virus on it**, then touching your mouth, nose, or eyes before washing your hands

**There are currently no vaccines to protect against coronavirus infection**

**Risk of infection can be reduced by:**



- ☐ Washing hands often and correctly
- ☐ Avoiding touching your eyes, mouth, or nose with unwashed hands
- ☐ Avoiding close contact with people who are sick
- ☐ Use hand sanitizer if soap and water are not readily available
- ☐ Wearing a mask according to federal, state or local guidelines

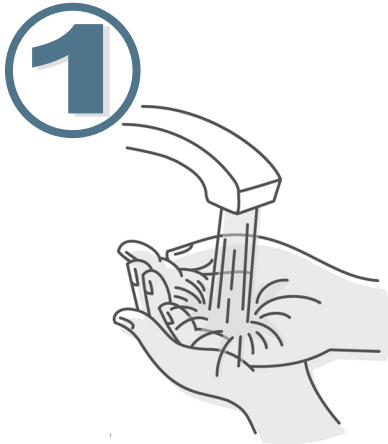
## Norm Knows

The 2019 nCOV is a virus. Antibiotics should not be used as a means of prevention or treatment as they are not effective against viruses.

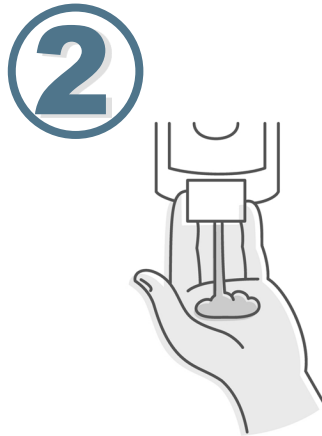
Please note that the situation surrounding COVID 19 is evolving and that the subject matter discussed in this publication may change.



## 2 Effective Handwashing



**1**  
Wet hands under lukewarm running water.



**2**  
Dispense soap.



**3**  
Rub hands palms together. Left over right and right over left.



**4**  
Rub hands with fingers interlaced. Palm to palm, Left over right, right over left.



**5**  
Rub hands, fingertips into palm to clean under nails. Scrub each thumb individually.



**6**  
Rinse hands thoroughly with running water.



**7**  
Dry hands with clean paper towels.



**8**  
Turn water off using a towel if the faucet is not automatic.

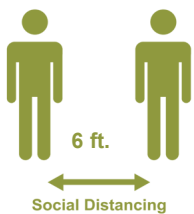


### Norm Knows

Handwashing is one of the best ways to protect against spreading germs. Effective handwashing should last at least 20 seconds.

Social distancing means keeping enough space between people to minimize the spread of germs. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible — even if they have no symptoms. The following tips can help you maintain a healthy environment.

## Keep larger groups of people from coming together and allow for more physical space between individuals



- ☐ Place social distancing signs at the front desk and lobby
- ☐ Install plexiglass shields at front desk
- ☐ Increase space between lobby furniture and reduce seating to support social distancing
- ☐ Place queuing marks in elevator lobbies and consider limiting riders to 4—one in each corner
- ☐ Space tables 6 feet apart in dining areas or seat customer groups at least 6 feet apart
- ☐ Space guests at bar or counter seating at least 6 feet apart
- ☐ Temporarily discontinue salad bars or buffets
- ☐ Postpone or cancel events / banquets with larger groups

## Face masks may be helpful where social distancing is a challenge



- ☐ Follow CDC guidelines to maintain social distancing and follow federal, state and local mandates for wearing face masks
- ☐ Instruct staff, vendors, and contractors to wear face masks (OSHA requires janitorial staff to wear face masks.) Amend existing service agreements, if necessary, to include these new requirements.

## Ensure outside vendors and delivery drivers follow proper social distancing and safety guidelines



- ☐ Require outside visitors to wear masks, gloves and proper personal protective equipment
- ☐ Monitor or suspend non-employee truck drivers from entering your facility
- ☐ Move to contactless signatures for deliveries
- ☐ Spread out deliveries and prevent overlapping deliveries



### Norm Knows

When an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air they land on others nearby.

Covering your coughs and sneezes along with social distancing can prevent the spread of infection.

Establishing carefully coordinated policies and providing training will help mitigate risks and reduce employee concerns. Employers should keep track of rapidly emerging developments and regulations in their areas and consider taking the steps below.

## Keep your employees healthy and protected



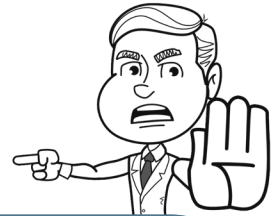
- ☐ **Pre-Screen:** Measure employees temperature and assess symptoms prior to them starting work. CDC guidance states the minimum temperature that indicates a fever is 100.4°F.
- ☐ **Monitor:** Watch for change in temperature and symptoms
- ☐ Provide **Personal Protective Equipment (PPE):**
  - Masks, face coverings or respirators
  - Gloves
  - Goggles and glasses

## Adjust, communicate, and train

- ☐ Train when to use PPE, how to properly put on, use, take off, and dispose of PPE
- ☐ Train employees not to share PPE
- ☐ Increase air exchange in the building
- ☐ Train all cleaning staff on proper cleaning procedures, including dwell times and bed bug protocols
- ☐ Train employees and staff to increase the frequency of cleaning commonly touched surfaces
- ☐ Train employees how to monitor for social distancing, sanitation, and hygiene protocols
- ☐ Display visible signage to remind employees of proper hygiene procedures and checklists to follow to keep properties clean and protected
- ☐ Educate your employees how to properly interact with your guests to set good hygiene examples with special attention to hand hygiene
- ☐ Stagger breaks and reinforce social distancing in the break room
- ☐ Educate employees and managers to recognize the symptoms of COVID-19
- ☐ Provide instructions on what to do if they develop symptoms
- ☐ Comply with OSHA's standards on Blood borne Pathogens (29 CFR 1910.1030), including proper disposal of regulated waste, and PPE (29 CFR 1910.132)
- ☐ **Reward good behavior – what gets recognized gets repeated!**



## Norm Knows



### If Employee Becomes Sick

- ☐ **Immediately** send them home
- ☐ Surfaces in their workspace should immediately be cleaned and disinfected
- ☐ Gather information on any one who had contact within 6 feet with the ill employee

Every business should have a good cleaning and disinfection program taking into account the areas and materials to be cleaned and disinfected; frequency of cleaning, the proper protocols, and the cleaning and disinfecting products to be used.



## Norm Knows

**Clean = Germs and soils removed**

**Sanitize = Germ count reduced on a surface by at least 99.9%**

**Disinfect = Germs and a wider range of microorganisms killed**

*More than ever proper cleaning, sanitizing and disinfecting plays a critical role in preventing the spread of diseases. These terms are often used synonymously, but it's important to know the difference.*

\*Source: CDC, Know the difference between Cleaning, Disinfecting, and Sanitizing.

## Prepare and Order Now!

Prepare your property by ordering cleaning and hand hygiene supplies well in advance of anticipated reopening to ensure timely delivery. Consider the products and practices that will keep your business functioning at its best and meeting the demands for safer, cleaner spaces.



### Housekeeping Tools

- ☐ Disposable wipers or cotton cloth
- ☐ Color coded microfiber cloths
- ☐ UV Light or Electrostatic system
- ☐ Can liners
- ☐ Housekeeping carts
- ☐ Toilet brush
- ☐ Dust mop and wet mop
- ☐ Extended reach dusting tool
- ☐ Dust pan and broom
- ☐ Window squeegee
- ☐ Gloves
- ☐ Masks
- ☐ Wet floor signs



### Housekeeping Chemicals

- ☐ All-purpose cleaner
- ☐ Glass cleaners
- ☐ Hospital-grade disinfectant
- ☐ Floor cleaners/sanitizers
- ☐ Air Freshener



### Communication and Signage

- ☐ Handwashing guidelines
- ☐ Infection prevention best practices
- ☐ Hygiene and social distancing recommendations
- ☐ Steps taken in additional cleaning and disinfection
- ☐ Employee checklists and guidelines
- ☐ Social distancing recommendation and reminders, floor tape and decals





### Lobby / Check-in Area

- ☐ Signs at entrances notifying guests to STOP if they are sick
- ☐ Floor mats at entryways
- ☐ Position touch-free hand sanitizer stands or wall mounts at entrances/exits and elevators
- ☐ Provide trash containers for tissues and face masks near entrances/exits and elevators
- ☐ Offer touchless check-in process
- ☐ Social distancing signage throughout areas
- ☐ Social distancing signage in elevator



### Public Restrooms

- ☐ Touch-free soap dispensers
- ☐ Hand soap
- ☐ Touch-free paper towel dispensers
- ☐ Paper Towels
- ☐ Toilet Tissue
- ☐ Seat covers
- ☐ Seat cover dispensers
- ☐ Touch-free hand sanitizer station inside or outside restrooms
- ☐ Provide trash containers for towels and tissue near exit



### Guestrooms

- ☐ Single use disinfectant wipe
- ☐ Bottle of hand sanitizer
- ☐ Disposable TV Remote Covers
- ☐ New toilet paper rolls - covered
- ☐ Unopened Facial Tissue box
- ☐ Single use wrapped cups, lids and stirrers
- ☐ Signage communicating the room has been cleaned and disinfected



### Fitness Center

- ☐ Touch-free hand sanitizer dispensers
- ☐ Disinfecting wipes for cleaning equipment
- ☐ Touch-free paper towel dispensers
- ☐ Paper Towels/Napkins
- ☐ Single use cups and lids
- ☐ Consider eliminating water station
- ☐ Signage to reinforce the need to clean the machines
- ☐ Signage reminding about good hand hygiene practices





## Kitchen

- ☐ Surface sprays
- ☐ Pre-wet disposable wipers
- ☐ Disinfecting solutions and dilutions
- ☐ Germicidal spray
- ☐ Floor cleaners/sanitizers
- ☐ Buckets/mops
- ☐ Bleach
- ☐ Hand sanitizers
- ☐ Hand Soap
- ☐ Touch-free paper towel dispensers
- ☐ Appropriate PPE: gloves, mask, head covers, aprons, shoe covers, eyewear



## Dining and Bar

- ☐ Hand sanitizer dispensers in convenient locations
- ☐ Post social distance signage
- ☐ Add table top signs to convey surfaces have been cleaned and sanitized
- ☐ Consider using rolled silverware and eliminating table presets
- ☐ Use disposable wipers when sanitizing tables, chairs, napkin dispensers, condiments and menus after each customer
- ☐ Eliminate refilling customer beverages from common containers (i.e., pitchers)
- ☐ Ensure body fluid spill kits are on hand



## Grab-n-Go

- ☐ Establish designated pick-up zones for customers
- ☐ Encourage customers to use “no touch” payment
- ☐ Touch-free hand sanitizer station
- ☐ Paper towel/napkin dispensers
- ☐ Wrapped cups and straws
- ☐ Touch-free cutlery dispensers
- ☐ Individually packed condiments
- ☐ Consider eliminating refills
- ☐ Tamper-evident disposable bags and containers for deliveries



## Norm Knows

In the span of 24 hours, the average adult touches 7,200 surfaces<sup>1</sup> and touches their face 552 times<sup>2</sup>.

Increase frequency of hard surface disinfection using an EPA registered disinfectant with an emerging viral pathogens claim. Disinfect ALL hard surfaces, not just high touch points.

1. 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  
2. 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

Many viruses can live for hours to days\* on surfaces like countertops, desks, doorknobs, elevator buttons, tables, TV remotes and telephones. How long the virus survives depends on the material the surface is made from. Here's a guide to how long coronaviruses can live on some of the surfaces people touch on a daily basis.

Surface	Examples	Duration
Aluminum	Foil, soda cans, catering pans, cooking pots and pans, food trays	2 to 8 hours
Cardboard	Shipping boxes	24 hours
Ceramics	Dishes, pottery, mugs	5 days
Copper	Coins, cookware, electrical wires	4 hours
Food/Water	Does not seem to spread through exposure to food	N/A
Glass	Screens for TVs, computers, and smartphones, windows, mirrors, drinkware	Up to 5 days
Metals	Door handles, metal handrails, counters, silverware, cooking utensils, keys	5 days
Paper	Towel, tissue, toilet paper, napkins, paper bags, menus, letters and stationary, magazines and newspapers, paper money	The length of time varies
Plastics	Computer keyboards and mouse, phones, elevator buttons, light switches, remote controls, credit cards, water bottles, detergent bottles, cutlery, cups, menu covers	2 to 3 days
Stainless Steel	Door handles, metal handrails, refrigerators, sinks, counters, pots and pans, some water bottles	2 to 3 days
Wood	Furniture, tables, counters, shelving	4 days

Table Sources: Aerosol and surface stability of SARS-CoV-2 as compared with SARS-CoV-1. N Engl J Med. 2020; (published online March 17.) DOI:10.1056/NEJMc2004973  
Pan Y Zhang D Yang P Poon LLM Wang Q Viral load of SARS-CoV-2 in clinical samples. Lancet Infect Dis. 2020; (published online Feb 24.) [https://doi.org/10.1016/S1473-3099\(20\)30113-4](https://doi.org/10.1016/S1473-3099(20)30113-4)

## Norm Knows

The best way to keep surfaces safe from germs is to clean AND disinfect frequently touched surfaces before each use.

Use an EPA registered disinfectant\* following the manufacturer's instructions and appropriate dwell time.

\*<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



\*New England Journal of Medicine 4/16/2020; 382:1564-1567

Discuss the best surface cleaning and disinfecting solutions with your NETWORK distributor.

After reopening your doors, there will be a heightened focus on the cleanliness of your property. Create a touchless experience when possible and post signs about the additional disinfecting practices to help keep your guests and staff feeling safe. Below are some areas that can help increase your customer satisfaction and create a good impression:

### Entrance

Make sure your entryways are free from clutter, debris, full trash bins, or anything that signals neglect. Keep your lobby clean with hand sanitizers and tissues for your guests.

### Floors

Keep your floors well maintained by using quality mats and mops. Have staff ready to clean stains and spills promptly since the slightest sign of dirt is sure to send a bad signal to your guests.

### High-Touch Areas

Let guests see your daily cleaning activities in the lobby, elevators and guest floors by focusing on high-touch items such as door handles, elevator buttons, railings, tables and other surfaces by wiping down and spraying them with the appropriate cleaners and disinfectants.

### Restrooms

A poorly maintained restroom gives an unwelcome impression of the rest of your property. Make sure you have signs and reminders for good hygiene and enough soap, sanitizers and paper towels for your guests.

### Staff Appearance

Your staff are a reflection of the entire operations. Ensure employee's uniforms are clean, presentable and they serve customers with good examples in hygiene by washing their hands, keeping their distance and wearing proper protective gear such as gloves, masks and hairnets as required.

### Let guests know you care about their experience

Communicate and visually reinforce best practices for hygiene and sanitation protocols. This will help support efforts in maintaining a positive first impression of your business.

- ☐ Make space between lobby furniture or dining tables to allow for a minimum of six feet between guests
- ☐ Utilize table top tents to message increased frequency of cleaning and disinfection
- ☐ Display social distancing reminders with decals or signs
- ☐ Use plexiglass shields at guest check-in or move to a mobile check-in process
- ☐ Display reminders to practice good hand hygiene often
- ☐ Provide touch-free hand sanitizing stations

**70% of hotel guests indicate cleanliness and hygiene are the most important factors when recommending properties to others.**

**Now more than ever, it's important to maintain a good impression with guests by keeping your property visibly clean and healthy!**



## Staying open, means staying healthy

The health condition of workers has a direct impact on the productivity of a business and significant implications on the economy. The Integrated Benefits Institute, a U.S. health research organization, estimated the impact to be nearly \$230 billion.

With heightened sensitivity to cleaning, hygiene, and disinfecting, we want to help ensure your property is best positioned to meet these increased concerns.

### Cleaning for Health

can reduce the impact of preventable infections

Business Segment	Economic Loss*
Office setting	\$84 Billion
Foodservice	\$51 Billion
Education	\$40 Billion
Healthcare	\$35-45 Billion

\* Contracting Profits How Much Do Workplace Illnesses Cost Facilities? Aug. 23, 2016

### Norm Knows

Proper cleaning can reduce the spread of contagious viruses by 80 to 90 percent<sup>1</sup>.

Appropriate cleaning can result in a 5 percent productivity gain, which amounts to \$11 billion.<sup>2</sup>



<sup>1</sup> Evaluation of a Disinfectant Wipe Intervention on Fomite-to-Finger Microbial Transfers:

<sup>2</sup> HLW International LLP (Buildings, 1999)

As a leading distributor in the housekeeping and janitorial market, NETWORK values cleaning for health. More than a decade ago the company created a proprietary program, Healthy Measures, to help hotels and casinos review and analyze their property and current cleaning practices, and improve business outcomes.



- Creates cleaner, healthier environments
- Defines and implements best practices for surface cleaning, hand hygiene, and improved safety
- Provides a disciplined means to measure continuous improvement

Healthy Measures combines effective strategies in surface disinfection, hand hygiene, and other infection prevention activity to help eliminate environmental issues that can lead to illness. The program provides hotels and casinos essential protocols, checklists, and assessments for a holistic solution that protects properties against cross contamination.

Learn how NETWORK can create a consistent janitorial and disinfecting supply program for all of your locations. Reach us at 800.683.0334

NETWORK is a global distributor focused on comprehensive, customized hospitality cleaning programs and offers a wide selection of national name-brand housekeeping and cleaning supplies, and foodservice disposable products.

For over 50 years, NETWORK's industry expertise and tailored solutions have helped **accelerate room turns**, **reduce labor**, and **maximize productivity** in every hospitality setting. Our specialists have the category knowledge needed to help improve the cleanliness, health, safety and appearance of your property.

Our consultative approach allows you to proactively manage your supply chain to accommodate regional variations, seasonal trends and other variables that impact your businesses. By seeking out the most innovative solutions from leading national suppliers, NETWORK designs specialized value-driven programs to help both the front and back of house operational teams deliver **superior guest experiences** and **cost saving solutions**.

Focused on multi-site corporate operations, NETWORK strikes the ideal operational balance by providing centralized control with the local flexibility you need to drive your success.

## With more than 1,000 distribution warehouses, you can rely on:

- ☐ More than 50 years of supply chain expertise
- ☐ 10,000 responsive local hospitality cleaning specialists
- ☐ On-site support and training for improved efficiency and effectiveness
- ☐ Locally stocked corporate contract-compliant branded inventory
- ☐ Name-brand housekeeping, disinfecting and foodservice disposables from top manufacturers
- ☐ In-market inventory, including a full line of environmentally-preferred products
- ☐ Flexible delivery schedules
- ☐ Decades of experience solving the toughest cleaning challenges as well as designing the right Grab-and-Go programs

## Norm Knows

NETWORK is here to help you with your housekeeping and disinfecting supplies, and foodservice disposables. In times of crisis, certain items may be in high demand and normal delivery times impacted.



For more information

[www.networkdistribution.com](http://www.networkdistribution.com)