GREENZone

Safe and Sanitised

Best practice guide for Covid-19 cleaning



GREENZone
Cleaning and Support Services

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WHAT IS COVID-19

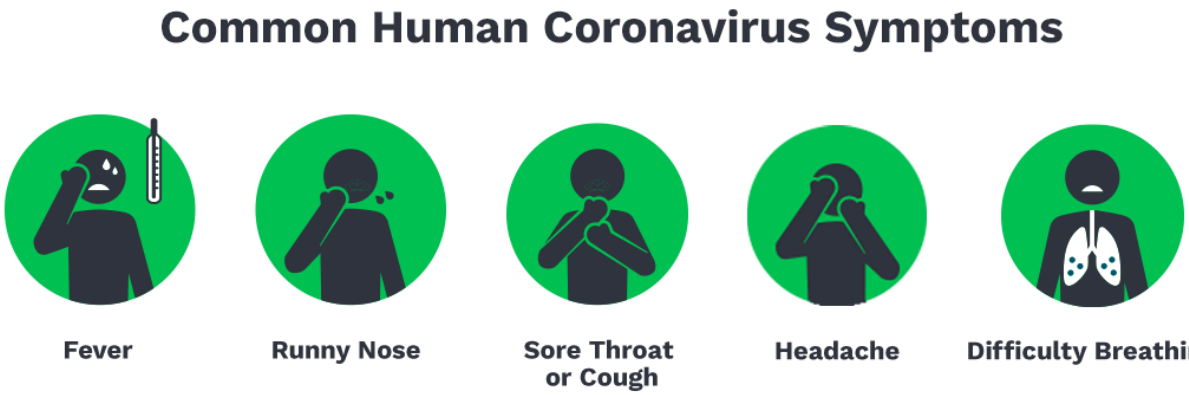
A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus called serve acute respiratory syndrome coronavirus 2 (SARS-CoV-2); referred to as coronavirus disease 2019 or COVID-19.

COVID-19 is an airborne virus and is transmitted by being in close proximity to a carrier or host. Respiratory secretions produced when an infected person coughs or sneezes are the most likely means of transmission.

The virus can live on surfaces but the period of time varies depending on a number of factors; the surface, exposure to sunlight and differences in temperature and humidity. Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard.

SYMPTOMS

The most commonly reported symptoms include a fever, dry cough and tiredness, and in mild cases people may get just a runny nose or a sore throat. The virus can also be asymptomatic, causing no noticeable illness in some people – but these people are still contagious and can spread the virus.



PANDEMIC SUPPRESSION

Coronaviruses are enveloped, single-stranded RNA viruses, which means that their genome consists of a strand of RNA (rather than DNA) and that each viral particle is wrapped in a protein “envelope.” This structure makes these viruses the easiest to “kill”. The coronavirus can be killed by;



- Viricidal sanitizing agents with a minimum rating of EN1276
- An alcohol-based product with a minimum 60% alcohol content
- High temperature and high humidity (at least 56 degrees Celsius and above)

THROUGH GOOD PRACTICE METHODOLOGIES WE CAN HELP TO SUPPRESS THE PANDEMIC:

- Maintaining good hygiene; regular hand washing and sanitation
- Ensuring when you sneeze, you do so into a tissue, disposing of it immediately
- NOT touching your mouth, nose and eyes if your hands are unclean
- Strictly adhering to social distancing guidelines

BEST PRACTICE: PREPARATION & PROTECTION

As the leading commercial cleaning company with sustainable practice at our heart, we recognise that COVID-19, and the resulting consequences of a global pandemic, fundamentally affects how buildings will now be used both in the immediate return to work, and the longer term.

Below are identified, and briefly outlined, some of the key areas of Best Practice. These are expanded upon further later in this document;

Operational Delivery



Bespoke site review



Revised specifications

A more scientific and visual approach to cleaning is imperative to instill confidence that effective cleaning is being delivered.

We are providing bespoke, tailor-made solutions to meet the individual needs of each client, offering a range of innovative solutions, products, and services to include viricidal and antimicrobial cleaning solutions. These sanitise and disinfect, while still maintaining our core proposition to deliver sustainable, environmentally friendly cleaning.

These approaches can be supported through APT (swab testing) of surfaces to support the effectiveness of the solution.

Technological Benefits

Utilisation of technological advancements; virtual site tours & inspections, on-line virtual training and updated real-time methods of communications.

Fresh applications of existing Building Intelligence systems to monitor, report and direct resources intelligently on site to areas of frequent use.



Virtual site tours & inspections

Our People

Our Pandemic approach has been one of people first – nurturing and supporting our employees, their families, their communities and our customers.

We will continue in this vein as we "return to work" utilizing the following procedures;



General health review



Individual circumstances assessments



Return to work meetings



Travel assessments



Focused COVID-19 awareness



Online remote training



Phased returns



Social distancing

Awareness & Communication

Ensuring prompt, informative, supportive, and clear communications, whether it be to colleagues or clients has never been more important; working instructions, control measures, dynamic risk assessments, return to work strategies, online training content, Customer Return to Work Guides.



Clear, supportive & prompt coms

With future proofing in mind, these tackle not only the immediate issue of reacting to the COVID-19 pandemic, but a broader view of protection from many types of infectious diseases which may affect society in future. For further details about our strategy for the return to work, please contact info@gzcss.co.uk to request a copy of our "GreenZone Post COVID-19 Return to Work Full Guide"

TRAINING

Our direct learnings have facilitated the development of additional modules to supplement our existing training programs to account for new best practices, machinery, methodologies, equipment and materials.

These new training modules will be delivered via the existing multiple training delivery channels; online remote training, formal socially distanced small group "classroom" training and toolbox talks.



Additional formal training modules

In addition, every single GreenZone employee who has a management responsibility has undertaken a **minimum of 3 hours of mental health awareness training**.



COVID-19 Specific Training Plan

Our COVID-19 training plan aims to ensure employees are trained on:

- COVID-19 awareness, infection control and implications of employee actions
- Staff wellbeing and support mechanisms related to the coronavirus pandemic
- Key critical areas to be cleaned such as touchpoints
- Safe use, storage, cleaning and disposal of PPE
- Specialist equipment and chemicals and the associated Risk Assessments and Method Statements, SDS and COSHH Risk Assessments

Individual or group onsite training is supported by:

- COVID-19 video modules shown to operatives via ipads.
- Posters in the workplace especially in key areas such as lifts, washrooms and building entrances.
- Frequent COVID-19 related safety reminders via a central text messaging service.
- Online training by High-Speed Training on courses such as Infection Control & Prevention.

COVID-19 Specific Training Diagram

COVID-19 AWARENESS

Stay at home if unwell, what to do if displaying symptoms, physical distancing and re-scheduling of work tasks to permit adequate distancing, staggering of work breaks, employee support and well-being, Safety Champions to promote COVID-19 safe practices in the workplace.

SPECIALIST EQUIPMENT

Safe use and cleaning of equipment, RAMS, COSHH, PPE required, manual handling, slips trips and falls.

PPE REQUIRED

Safe use, storage, cleaning and disposal of PPE. Mask and face fit testing.



SPECIALIST CHEMICALS

Safe use of chemicals, dilution rates, SDS, COSHH and RAMS for specific COVID-19 disinfectant and anti-viral products, hazardous substances. Understanding dwell times (contact times) for specific chemicals.

CLEANING VERSUS DISINFECTING

Cleaning and disinfecting methods, specialist equipment and sanitiser dispenser training. Cleaning body fluids, disposal of contaminated materials and hazardous waste.

SPECIFICATIONS, KEY AREAS & TOUCHPOINTS

Changes in specifications, frequent cleaning of touchpoints such as elevator buttons, handrails, tables, counter tops, doorknobs, sinks and keyboards, importance of consumable stock control for hand wash and paper towels.

ASSISTING CLIENTS WITH RETURN PLANNING

The question for every business is how to re-occupy the workplace in an effective and safe way, and in one that ensures staff have the confidence and trust to return.

The stark reality is that the World Health Organisation (WHO) is advising that social distancing should continue beyond the return to work, and some recent research from Harvard University has suggested social distancing could continue until 2023.



Furthermore, many businesses and/or buildings are imposing additional safeguards beyond the official controls. After a significant period with limited or no social contact, and even avoiding people in the park or supermarket, coming back to the office will require us all to adapt again to a different regime.

One Workplace Consulting practice has developed a framework for occupiers to consider how best to re-occupy buildings, which at the highest level is broken down into 5 areas:

Understand your employee base

There may be individuals due to their socio demographic and/or functions within your business that should be prioritised.

Review the employee/customer journey within the workplace

To reduce contact and to ensure social distancing, there should be plans to provide agile working in the short term with safeguards in place. Such examples could be dedicated lifts for each direction, one-way systems of movement, workplace 'takeaways' and shift-based lunches.



Evaluate social distancing options

There are several different formats that have been adopted ranging from the removal of every other desk to more sophisticated solutions that can still ensure organisational cohesion. There are wider considerations for social and collaboration space.



Determine occupancy impact

Balancing the likely increased working from home processes and the occupancy constraints of the office whilst maintaining social distancing.



Develop Protocols

There are many areas where new protocols need to be developed and others reinforced strictly, such as clear desk policy to enable effective cleaning of the workstation. The communication and messaging of the protocols will need to be clear to reinforce behavioral change on the one hand whilst ensuring staff have trust and confidence of their safety at the other.

The post COVID-19 cleaning landscape will be a dramatically altered place. The pandemic will completely alter the way we all perceive cleaning in the future.

The industry will take a more scientific approach which will include measuring viral and bacterial contamination levels. In addition, cleaning will need to be more visual to give the users a greater feel of confidence that effective cleaning is being delivered. There will be a different focus to ensure a safer environment for people in their premises.

We will be adaptable in supporting your business operation, anticipating the prevailing key issues post lockdown to include:

- Return of your staff may be on a staggered basis
- Variances in occupancy in different areas of your premises
- Building/office users will continue to be mindful of social distancing
- Continued impacts in the London transport sector
- The continued risk of infection
- The agility and adaptability to cope with a second peak

RE-IMPLEMENTATION

Detailed below is a sample re-implementation plan as an indication of likely timescales for reoccupation of offices.

This is only a guide and we will work with you individually to meet your bespoke requirements.

Task	Days to Re-Implementation														
	-14	-13	-12	-11	-10	-9	-8	-7	-6	-5	-4	-3	-2	-1	Office Open
Discussion of options for changes upon re-occupation															
Customer notification of date for reopening															
GZ notification to staff of unfurloughing plans of date for reopening															
GZ notification to subcontractors to reinsate services															
GZ site inspection															
GZ stock take and re-order															
GZ to conduct staff re-training reflecting any changes															
GZ to unfurlough staff at agreed levels															
GZ to conduct pre-occupation sanitisation clean (as requested)															

THE CHANGING FACE OF CLEANING; THE NEW "NORM"

The post COVID-19 cleaning landscape will be a dramatically altered place. The pandemic will completely alter the way we all perceive cleaning in the future.

Cleaning and hygiene will command a much greater degree of focus and by default be much higher up the corporate agenda, as a non-discretionary spend, in order to provide their employees with a safe environment.

Regimes will need to change to be much more visible and frequent, particularly for key "touch points", in sanitary, kitchen and communal areas. Ultimately giving your staff the feeling of safety and security in their workplace, namely that high standards of cleaning are being delivered.

Below are a number of elements that we would welcome discussion and review on;



Revised Specifications

Revisit the existing "norm" specification;
Revise the frequency of / introduce additional specialist periodic deep cleaning programmes.

External & Independent Additional Specifications

Sitemark has launched a unique COVID-19 Workplace Hygiene Programme which unlike traditional cleaning specifications helps identify and control those areas where additional hygiene standards are required. The programme can be independently audited by Sitemark to demonstrate that Best Practice is being met.

Enhanced Day Specifications

Revisit and enhance the existing day housekeeping presence specifically to thoroughly and continuously clean and sanitise touch points.

Specialist Antimicrobial Regimes

Implement and introduce a suitable deep cleaning programme, such as bio-fogging or bio-misting– details of different options can be explored upon request or via the “Full Guide”.

Swab Testing

Utilised in conjunction with an enzyme or bio-fogging based programme, we can carry out swab testing of surfaces to support the effectiveness of the solution.



Enhance the Range of Cleaning Agents

Already widely used in our operations, we will use a range of solutions, both chemical-based and chemical-free, to eliminate COVID-19, depending upon site specific requirements. Some of these solutions already in use include **plant-based agents**, **enzyme-based agents** and **Stabilised Aqueous Ozone**. All are effective at eliminating both enveloped and non-enveloped viruses.



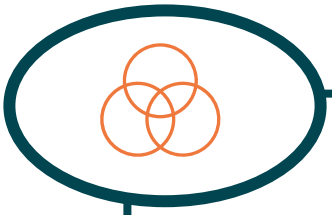
Staff Engagement

Customer staff involvement and feedback in the process, allowing reporting of concerns;
Individual cleaning products provided for customer staff to keep their areas clean with additional cleans.



Data Collection & Monitoring Systems

Using building monitoring systems to measure the volume of Volatile Organic Compounds (VOC's). etc. in the air;
Bespoke sensors in washrooms to track ammonia levels and footfall sensors to measure usage in order to change cleaning schedules and product usage;
Trackers monitoring the performance of cleaning machines;
Location of staff through Mobile phone Apps enabling prompt and swift deployment to key areas as required



Intelligent Cleaning Systems

Introduction of UV and Hepa air scrubbers;
Introduction of robotic cleaning machinery

INSTANT INNOVATION

For your further awareness, consideration, and ultimately our discussion and implementation, we have available details of numerous innovative solutions, products and services that we can immediately access and deliver onto your contract.

These solutions are either currently in-use within our existing business or have been directly tested and are “ready-to-go”.

For further details about these please contact info@gzcss.co.uk to request a copy of our “GreenZone Post COVID-19 Return to Work Full Guide”

The expanded guide includes the following categories;

- Viricidal Delivery Methods
- Antimicrobial Solutions
- Water-based Solutions
- Sanitisers, Soaps & Swab Tests
- Social Distancing & Other Innovation



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