



COVID-19

Hotel guidelines for cleaning and disinfection

Version 2 | March 2020

Effective cleaning, disinfection and sterilization

Knowing the difference between cleaning, sanitizing, and disinfecting is a vital part of your team being able to perform their jobs accurately and with the utmost cleanliness in mind. After being able to distinguish between these cleaning methods and implementing them effectively, you will have a better understanding of COVID-19 precautions. Standard cleaning and disinfection practices can effectively kill the COVID-19 and prevent its spread.

CLEANING

Cleaning does not kill microorganisms, it removes soil, dirt, and debris from surfaces.

Cleaning uses soaps, detergents, water, and microfiber to physically remove soil, dirt, and debris from surfaces.

Cleaning lowers the count of germs by removing them from a surface, not necessarily killing them.

SANITIZING

Sanitizing kills a high percentage (99.9%) of microorganisms on surfaces.

Sanitizing uses heat (i.e. steam, hot water and hot air) and requires at least 78°C or 171°F surface contact or an EPA (Environmental Protection Agency) registered product with specific contact time to kill microorganisms on surfaces. (Primarily used in food services.)

Sanitizing reduces and kills the amount of germs on a surface to a safe level recognized by the EPA, but it does not eliminate the occurrence and growth of bacteria, viruses and fungi.

DISINFECTING

Disinfecting kills a higher percentage (99.999%) of microorganisms on surfaces.

Disinfecting uses an EPA registered product with a specific contact time (1-10 minutes, depending on the chemical) to kill harmful microorganisms, like bacteria, and pathogens on surfaces.

Disinfecting further reduces and kills the amount of germs on a surface to a safe level recognized by the EPA, and reduces the occurrence and growth of bacteria, viruses and fungi. (If used on items that enter the mouth, rinsing is required.)

Sanitizing and disinfecting does not necessarily clean the surface. Cleaning must precede sanitizing and disinfecting in order to be effective.

Rinsing removes dirt and debris that has been loosened by the detergent and leads to shinier, cleaner-looking hard surfaces.

The hotel needs to **reduce the risk of virus infection from all levels**, so it is necessary to **strictly implement cleaning and disinfection standards and protective measures**:

Food contact surfaces:

The most stringent disinfection procedures to **eliminate any possibility of virus survival**.



General object surface:

while providing a **wide range of sterilization and anti-virus**, without stimulation, to protect facilities and personnel.



Hand hygiene: rapid disinfection and sterilization, easy to use, healthy, comfortable and safe.



Masks: COVID-19 is excreted through respiratory secretions and transmitted through air droplets. **Proper wearing of masks** can provide protection.



Chemicals

Use the right cleaners to disinfect surfaces and hands to prevent COVID-19. Examples include but are not limited to:



Multi-surface disinfectant and cleaner - Oasis Venus All-Purpose Cleaner and Disinfectant



Hand Soap - Clear Antibacterial Hand Soap



Hand Sanitizer - Ecolab® Gel Hand Sanitizer



Multi-surface disinfectant and cleaner - Taski R2 - Plus Concentrated Hard Surface Disinfectant Cleaner 1:20



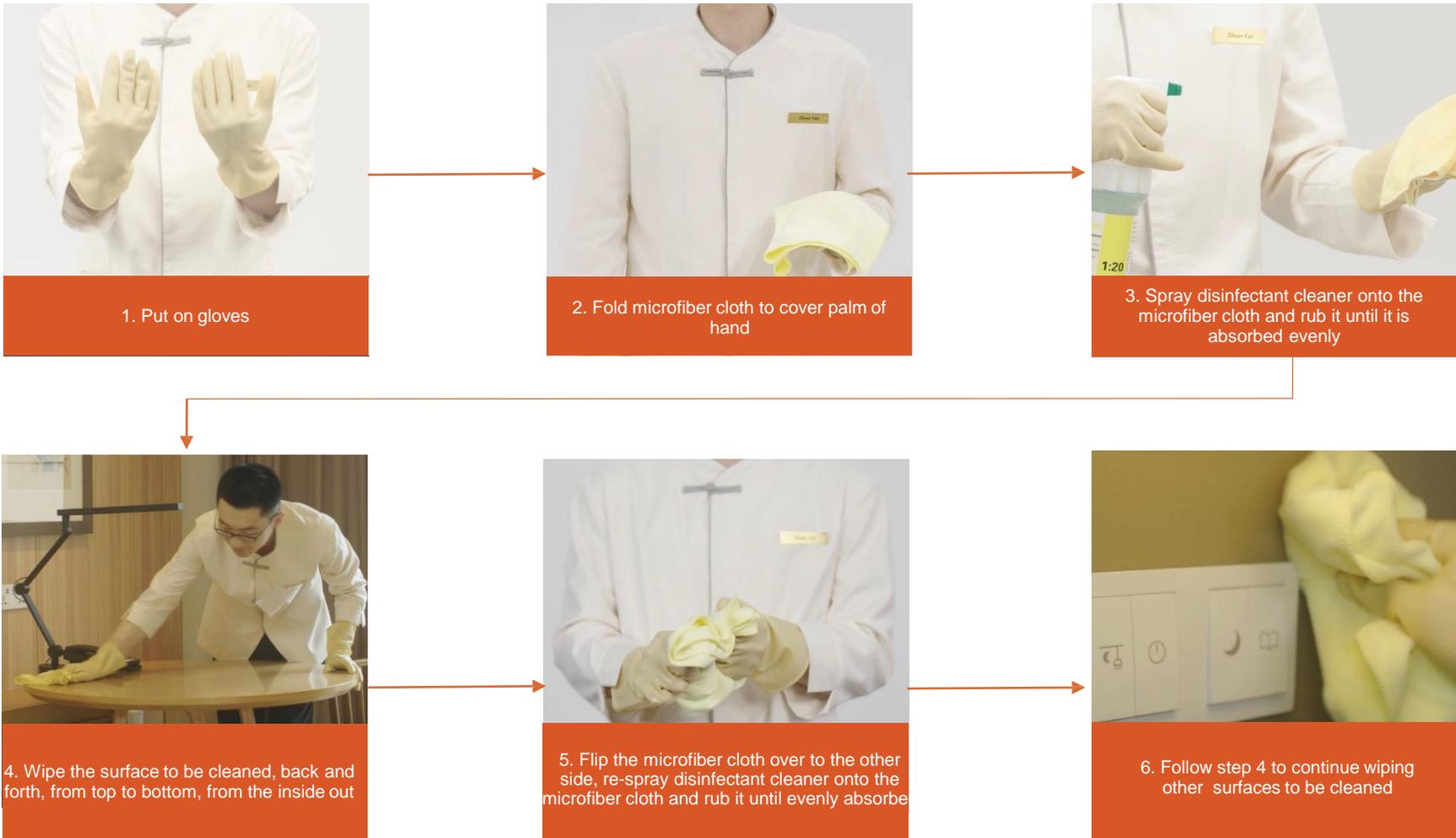
Hand Soap - Soft Care Bac Handwashing Cream with Bactericide



Hand Sanitizer - Soft Care Med Hand Sanitizer H5

Cleaning and disinfection steps

Use the correct method for daily cleaning and disinfection of the object surface to effectively prevent COVID-19.



Note: For detailed cleaning and disinfection steps, please refer to the [IHG Way of Clean](#)

Key cleaning areas of hotel public areas and cleaning frequency

Regularly clean and disinfect key surfaces

Lobby



- Disinfect floor, trash can every 2 hours
- Disinfect elevator buttons, cars every 1 hour
- Disinfect aisle door handle every 1 hour
- Disinfect public phone every 2 hours
- Disinfect public toilets every 1 hour

Restaurant and Meeting Rooms



- Disinfect floor, trash can every 2 hours
- Disinfect elevator buttons, cars every 1 hour
- Disinfect aisle door handle every 1 hour
- Disinfect public phone every 2 hours
- Disinfect public toilets every 1 hour

Floor Corridors



- Disinfect floor, trash can every 2 hours
- Disinfect elevator buttons every 1 hour
- Disinfect aisle door handle every 1 hour
- Disinfect public phone every 1 hours
- Make sure to keep the air flow in aisle of each floor

Note:

1. The frequency of cleaning and disinfection needs to be recorded
2. Increase the frequency of disinfection according to the guests' traffic
3. Maintaining good indoor air circulation is also an effective measure
4. In crowded places, set up a hand disinfection station or put a disposable hand sanitizing gel for guests to use

Chemical Vendor Support

For more support, contact the local sales representative of the hotel chemical vendor.

COVID-19 prevention requires special attention to cleaning and disinfection of frequent touch areas



'Frequent touch areas' are those areas in the hotel used or touched most often by guests. These areas need special attention because they have the potential to accumulate the most dirt and spread bacteria. When cleaning and disinfecting surfaces, pay special attention to the high-frequency touch areas

Frequent touch areas



Curtains, sheers, and pull cords



HVAC or PTAC control panel



Lighting switch button



Handles - doors, closets, drawers



Table



Telephones - handset and dial pad



Remote controls



Carpets - specifically in pet friendly locations



Toilet and back or splash wall



Bathroom handles - toilet flush, shower control, sink faucets

Effective hand hygiene

To prevent COVID-19, avoid touching your eyes, nose, and mouth with dirty hands and wash your hands properly. Human hands carry an average of 10 million bacteria. According to research by the World Health Organization and other institutions, proper hand washing can **reduce the risk of disease by 30% to 50%**.

1

Wet your hands and forearms with warm flowing water



2

Place Clean & Clear Antibacterial Hand Soap on your palm by pressing once



3

Wash your hands by following the steps shown in the pictures below

7 Hand Wash Steps

4

Rinse your hands and forearms with warm flowing water



5

Dry your hands and arms with disposable paper towels or dryer



6

Place hand sanitizer on your palm by pressing once only and follow the "7-Steps Hand Wash Steps to sanitize your hands



7 Hand Wash Steps



1) Clean and sanitize your palms



2) Scrub the back of the hand with the palm



3) Clean and sanitize between fingers



4) Clean and sanitize the back of your fingers and the joints



5) Clean and sanitize your thumbs



6) Clean and sanitize your fingertips



7) Clean and sanitize your wrists and forearms

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