

CORONA CRISIS PLAYBOOK

Facility Management



Keeping your facility clean will reduce the risk of transmission of Coronavirus, while providing peace of mind for your employees and customers. This guide best practices for how to ensure your facility is a clean and secure environment for employees and customers.

Disclosure: This document is provided for information purposes only and is not intended as legal, tax, medical or any other professional advice. The document is provided “as is” and without any representations and warranties of any kind. Businesses should consult with their own legal and other professional advisors to determine their legal obligations in response to the Covid-19 crisis. Bottom line, we’re passing on what we have learned, in an attempt to help you, but you need to listen to your advisors because we don’t have all the information relevant to your business.

Facility Management

1 Manage, Clean & Remediate YOUR FACILITY

- Create a plan to increase the frequency and intensity of your cleaning schedule and cleaning all areas of the business, especially high traffic areas. Increase your cleaning schedule, especially surfaces that are non-porous, because the virus can live on those surfaces up to 9 days.
- Provide easy access to sanitizer and other related sanitary products for employees and customers.
- Establish clearly defined processes with daily checklists for what is cleaned, how and when.
- Make preparations to increase cleaning services and have back up cleaning companies who are ready to fill the gap if your existing partner loses the capacity to serve you.
- Upgrade quantity and quality of cleaning supplies to satisfy the increase in demand.
- Refill soap often and have plenty of alcohol-based hand sanitizer (60% alcohol) in all restrooms and common areas.
- Place UV humidifiers in high traffic areas where customers gather, to kill airborne particles that can live for hours.

2 Turn Workforce into A CLEANING FORCE

The DOs

DO provide employees personal protection gear, like gloves, tissues, no-touch disposal receptacles, hand sanitizer and cleaning spray to keep their area clean for their customers.

DO encourage employees to convert downtime into cleaning time, by wiping down door handles and surfaces in high-traffic areas.

DO encourage employees to clean everything they touch, to protect themselves while cleaning and protecting the environment for others who come behind them.

The DON'Ts

DON'T use other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.

DON'T use your dominant hand to open doors, because people unconsciously touch their face with their dominant hand over 300x a day, which is one of the most common ways to get the virus.

DON'T shake hands. Encourage social distancing. Little things make a big difference!

Facility Management

3 Clean & Disinfect YOUR FACILITY

How to clean & disinfect surfaces

- Clean & disinfect frequently touched objects and surfaces.
- Dirty surfaces can be cleaned with soap and water prior to disinfection.
- To disinfect, use [products that meet EPA's criteria](#)

How to clean & disinfect electronics

- Clean items such as tablets, touch screens, keyboards, remote controls and consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting. If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol.
- Dry surface thoroughly.

How to clean & disinfect soft surfaces

- Clean soft surfaces such as carpeted floor, rugs, and drapes by using soap and water or with appropriate cleansers.
- Launder items (if possible) according to the manufacturer's instructions.
- Use the warmest appropriate water setting and dry items completely or disinfect using [products that meet EPA's criteria](#)

What to use for disinfection

- Most common EPA-registered household disinfectants should be effective
- A list of products that are EPA-approved for use against the virus that causes COVID-19 is available [here](#).
- Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application.
- Unexpired household bleach will be effective against Coronavirus when properly diluted. Never mix household bleach with ammonia or any other cleanser.



How to PREPARE A BLEACH SOLUTION

Mix:

5 tbsp. (1/3 cup) bleach per gallon of water

OR

4 tsp. bleach per quart of water

Facility Management

4 Facility Management ACTION PLAN

Action	Who	When
Create a plan around cleaning and sanitizing the business		
Define process & daily checklists for what is cleaned, how and when		
Upgrade your cleaning supplies to keep with demand		
Refill soap often & have alcohol-based (60%) sanitizer in all restrooms		
Provide employees with necessary tools to keep their workspaces clean		
Encourage social distancing		
Discourage employees from sharing phones, headsets, and other equipment		
Encourage everyone to do their part to disinfect		

Facility Management

5 Facility Management RESOURCES

- ✔ [Corona Care Guide for Businesses](#)
- ✔ [Disinfection Cleaning Products Approved by EPA](#)
- ✔ [Cleaning & Disinfecting Your Facility](#)
- ✔ [Google Coronavirus info site](#)
- ✔ [Informational YouTube Video on Coronavirus](#)