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DEMYSTIFYING SANITATION IN FOODSERVICE: NEW PROCEDURES AND APPROACHES

FOOD SAFETY WEBINAR SERIES
SEPTEMBER 23, 2020



WELCOME TO FOOD SAFETY MONTH



Connection | Content | Community

- What is Restaurants Rise from Nation's Restaurant News?
 - **Direct access** to information, insights and solutions specific to the challenges the industry faces today.
 - Explore more at *RestaurantsRise.com* and **join the community** of more than 12,000 foodservice leaders.

ADVANCING FOOD SAFETY TOGETHER TO HELP RESTAURANTS RISE

- Food safety is a top concern even during the pandemic.
- Protect your brand and build a resilient business by ensuring a strong food safety culture at your restaurant.



FOOD SAFETY MONTH WEBINAR SERIES



Food and Dining: The Future State
SEPT 30 @ 2:00 PM EST



**Ensuring Customer and Employee
Confidence During COVID-19**
On Demand



**Health Inspections: What You
Need to Know Now and Then**
On Demand

WE ARE ECOLAB

Ecolab is the global leader in water, hygiene and energy technologies and services

PROVIDING AND
PROTECTING
WHAT IS VITAL



CLEAN
WATER



SAFE
FOOD



ABUNDANT
ENERGY



HEALTHY
ENVIRONMENTS

Every day, we work to make the world
cleaner, safer and healthier

Meet ECOLAB



Ed Snodgrass
RD&E Program Leader

Ed leads a team of technical experts that provide guidance to Ecolab's largest global Institutional customers with a recent focus on product and procedure recommendations related to COVID-19. He has more than 15 years experience in Ecolab's RD&E function.



Kaycee Strewler, MS
Sr. Technical Account Specialist

Kaycee provides technical expertise to global customers and has taken a primary role in consulting on product and procedure recommendations related to COVID-19. She has held various roles at Ecolab including in both Regulatory and RD&E.



which THREE of the following will be your top considerations when selecting a restaurant to visit AFTER the time of Coronavirus?

Restaurant is clean and sanitary	50%
Great taste	43%
Value	35%
Good service / friendly staff	33%
Convenient location	28%
Locally / independently owned	23%
Supporting restaurants that need help	22%
Health / healthy offerings	19%
Variety	17%
Restaurant puts effort into sustainability	11%
Speed	8%

76%

“a restaurant’s cleanliness & food safety procedures will always matter more to me now than it did before.”



YOU MIGHT BE WONDERING...

1. How can I minimize risk to my employees and keep them safe and focused?
2. How should I manage cleaning and disinfection in my establishment?
3. How can I disinfect larger areas efficiently?
4. Is food a risk for COVID-19 transmission, and what extra precautions should I take?



UNDERSTANDING RISK FACTORS

HOW NOVEL CORONAVIRUS ENTERS



EMPLOYEES



GUESTS AND CUSTOMERS

HOW NOVEL CORONAVIRUS SPREADS



NOVEL CORONAVIRUS
IS SPREAD BY DROPLETS

MADE WHEN INFECTED PEOPLE COUGH, SNEEZE OR TALK¹



TOUCHING CONTAMINATED PEOPLE,
OBJECTS OR SURFACES

THEN TOUCHING YOUR EYES, NOSE OR MOUTH

IMPLEMENT ENHANCED HYGIENE PROTOCOLS

TAKE ACTION



Public health recommendations focus on **standard infection control practices, training and compliance.**



PERSONAL HYGIENE

Wash hands frequently with soap and water. When soap and water aren't available, use an alcohol-based hand sanitizer.

Minimize close contact with people who have symptoms of respiratory illness.

Ensure proper use of personal protective equipment (PPE) where appropriate.



ENVIRONMENTAL HYGIENE

Clean and disinfect surfaces and high-touch objects with approved disinfectants.

PERSONAL HYGIENE

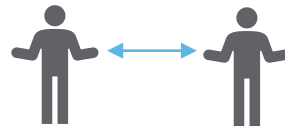


PROMOTE INFECTION PREVENTION

Reduce the risk of transmission by



Consistently wearing a face mask/covering.



Physically/socially distancing in common areas.



Washing your hands often and correctly.



Thoroughly cleaning and disinfecting personal items.



Covering your mouth and nose when coughing or sneezing.



Staying home while you are sick.



Avoiding close contact with potentially infected individuals.



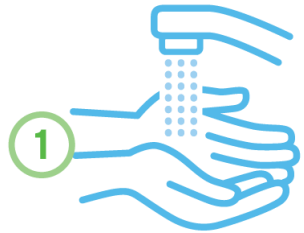
Contacting a doctor immediately in the event of symptoms.

FOCUS ON PERSONAL + ENVIRONMENTAL HYGIENE

The infographic features a central image of a human hand. Surrounding the hand are several circular icons: blue icons on the left represent a door handle, elevator buttons, a light switch, a computer keyboard, and a smartphone; green icons on the right represent a person at a desk, a table, a toilet, and a faucet. To the right of the hand is a section titled "DID YOU KNOW?" which includes a clock icon and the text: "The average person touches **300** in **30** surfaces minutes."

PROMOTE PROPER HAND HYGIENE

HAND HYGIENE >> Hands are a primary mode of transmission so hygiene must be judiciously implemented.



WET

hands with clean running water, turn off the tap and apply soap.



LATHER

the back of hands, between fingers and under nails.



SCRUB

for at least 20 seconds.



RINSE

hands well under clean running water.



DRY

hands using a clean towel. If available, use a towel to turn off tap.



IF SOAP AND WATER ARE NOT AVAILABLE,
use an alcohol-based hand sanitizer.

- Use sufficient product to wet entire hand.
- Rub onto all surfaces of the hands for 30 seconds.
- Let air dry. **DO NOT RINSE.**

Washing Hands Wrong

66% Quick Serve

82% Full Serve

FREQUENCY AND TIMING OF HAND HYGIENE

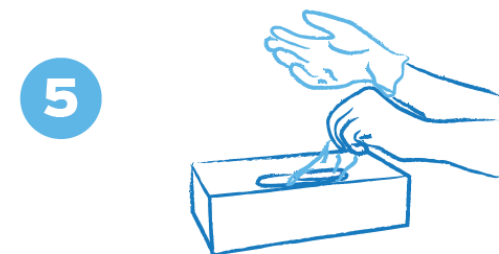
When should I wash my hands?

- Before, during and after food preparation
- Before eating
- After blowing nose, coughing or sneezing
- After using the restroom
- After contact with animals or pets
- Before and after cleaning and disinfection
- After contact with high-touch surfaces in the restaurant
- After removing PPE
- Before and after providing routine care for a customer who needs assistance
- When they appear dirty



PROPER GLOVING

How to DON (put on) disposable gloves



How to DOFF (take off) disposable gloves



Wearing a Face Mask



PUTTING ON & TAKING OFF THE MASK

•Before putting on a mask, **clean hands with soap and water** or alcohol-based hand rub.

Inspect mask before putting it on. Make sure it is **free of dirt and grime**, and not damaged.

Cover mouth and nose with mask and make sure there are **no gaps between your face and the mask**. If the mask has a metal nose piece, use your fingers to press down & form it to your nose.

Avoid touching the mask while using it; if you do, clean your hands with soap and water.

To remove the mask: **remove it from behind** (do not touch the front of mask); if discarding the mask place in a closed bin; clean hands with alcohol-based hand rub or soap and water.

REUSING THE MASK

Inspect the mask prior to every use. If there are any visible tears, the mask is dirty, or the mask is hard to breathe through, it should be discarded & replaced.

The barrier mask **should be stored between uses** in a clean brown paper bag.



A photograph of a restaurant table set for service. The table is made of dark wood and has several white plates arranged on it. In the center, there are glass condiment bottles for oil, vinegar, and a white powder. A green lace napkin holder contains silverware. The background shows a blurred restaurant interior with yellow chairs and a window looking out onto a green outdoor area.

ENVIRONMENTAL HYGIENE

FOOD SAFETY REMAINS A CHALLENGE IN FOODSERVICE

#2

Second most cited violation from food contact surfaces not being properly cleaned and sanitized*

75%

Of foodborne illnesses originate in **commercial foodservice facilities***

20%

Of outbreaks are due to contaminated equipment and/or environment typically due to **inadequate cleaning***

*Center for Disease Control, June 2014 Study

THE “NEW” NORMAL

Enhanced sanitation for your operation

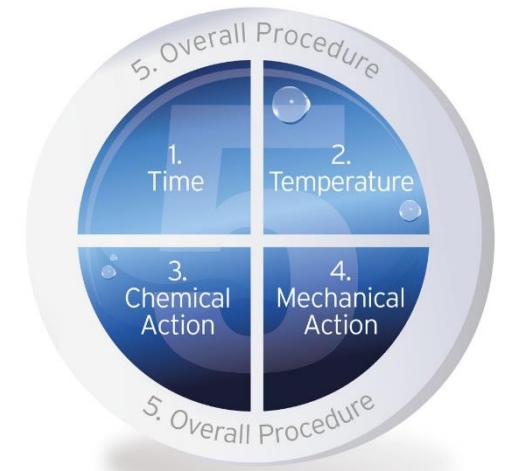


As your partner in sanitation, Ecolab prides itself on establishing best practices for cleaning throughout your operation. Now more than ever, it is critical that employees understand and explicitly follow proper cleaning and disinfection procedures.

Consider:

- Selecting the proper solution(s) for the job (i.e., product, tool and application method)
- The importance of contact time to achieve disinfection
- Increasing frequency of cleaning and disinfection as infection risk, foot traffic and soil load increases
- Increased awareness of safety considerations (disposable PPE, etc.)

The following guidance reinforces the importance of the **5 Factors of Clean**, particularly **overall procedures**, to ensure you can return to operation quickly and with piece of mind that you've done everything you can to protect your employees and guests.



Differences between **CLEANING, SANITIZING AND DISINFECTING**

Cleaning

REMOVES

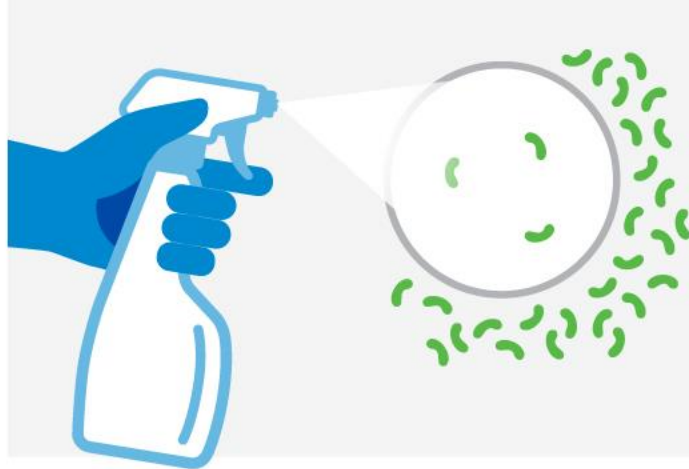
SOIL from a surface but
does not kill any organisms.



Sanitizing

REDUCES

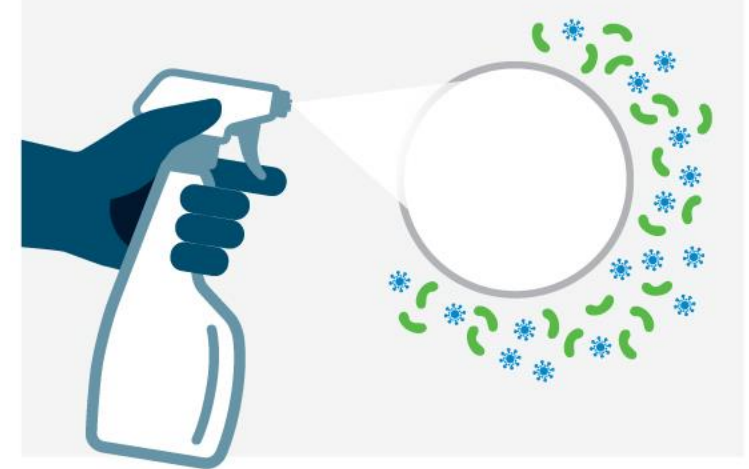
the number of **BACTERIA** in
the environment, significantly.



Disinfecting

DESTROYS

or irreversibly inactivates
BACTERIA AND VIRUSES.*



Sanitizers and disinfectants are regulated by the U.S. Environmental Protection Agency (EPA) and are used to manage public health risks. It is a violation of Federal law to use these products in a manner inconsistent with labeling.

*See product label for specific organism claims

ECOLAB[®]

ENSURE ENVIRONMENTAL HYGIENE


SANITIZING FOOD CONTACT SURFACES





[Click here](#) to learn more about SMARTPOWER™ Sink & Surface Cleaner Sanitizer.


ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING NON-FOOD CONTACT SURFACES

- 

1 PRE-CLEAN
Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.
- 

2 DISINFECT
Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.
- 

3 WAIT
Allow the surface to remain wet for the time indicated in the directions for use on the product label.
- 

4 DRY
Wipe the surface or allow to air dry.



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

DETERMINE FREQUENCY OF CLEANING AND DISINFECTION

As infection risk, foot traffic or soil load increase, frequency of cleaning and disinfection should also increase.



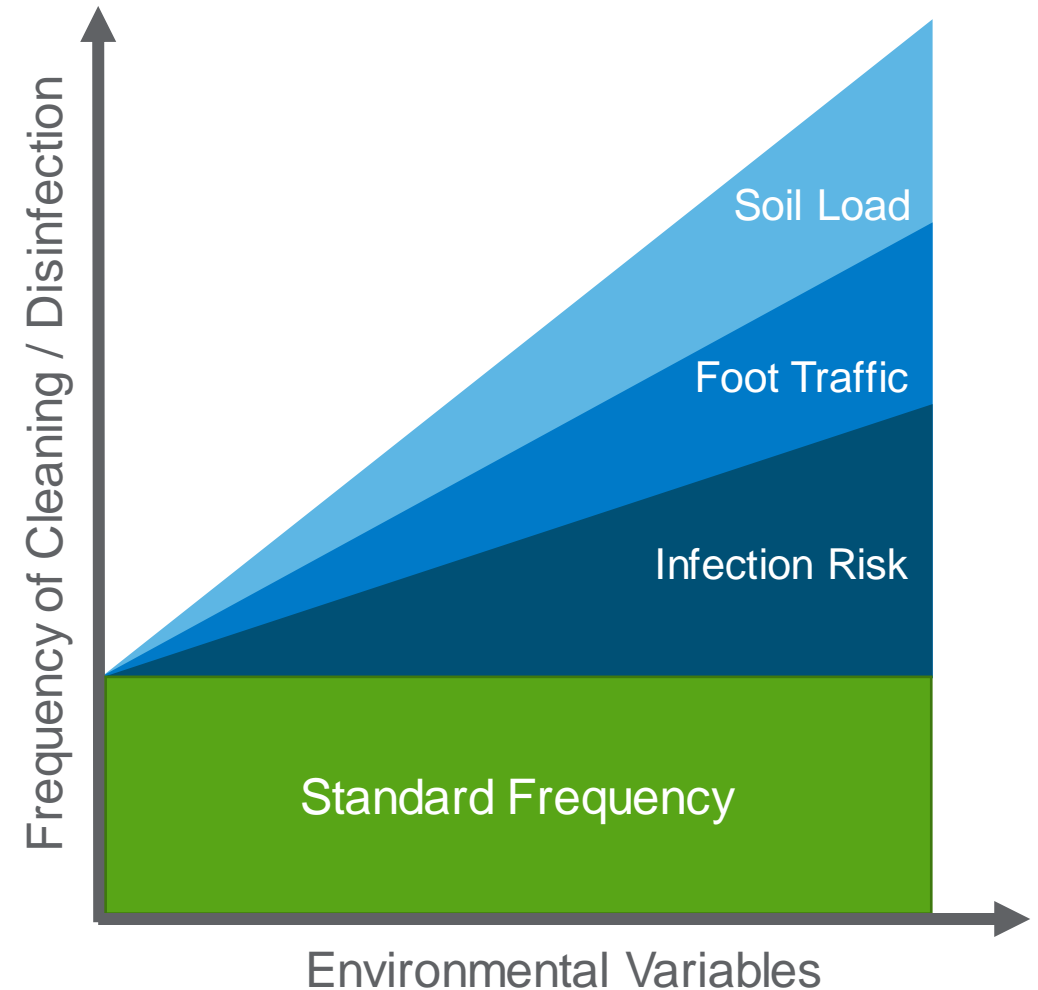
Many variables should be considered when determining frequency of cleaning and disinfection in each area of your operation including:

- Infection Risk
- Foot Traffic
- Soil Load




Other considerations (including but not limited to):

- Product Type
- Soil Type
- Surface Type

Frequency should be determined at the unit level and re-evaluated as environmental variables change.






PRODUCT APPLICATION METHODS

		How it Works	Benefits	Considerations
Trigger Spraying		Manual trigger pulls apply a fine to coarse spray and deliver product in directed manner	<ul style="list-style-type: none"> • Cost effective • Heavier spray for pre-cleaning when needed • Adjustable nozzle for wider or more directed spray 	<ul style="list-style-type: none"> • Manual application • May need to manually spread product to ensure even coverage • May not be an efficient method for large areas
Pressure Spraying		Pressurized tank allows for continuous coarse spray to more efficiently cover surfaces	<ul style="list-style-type: none"> • Continuous spray • Heavier spray for pre-cleaning when needed • Coat larger areas more easily than with manual spray 	<ul style="list-style-type: none"> • Intermittent manual or mechanical pressurization required • May need to manually dry surfaces after contact time • Overspray possible
Electrostatic Spraying		Powered continuous electrically charged spray ensures uniform and comprehensive coverage of surfaces	<ul style="list-style-type: none"> • Continuous spray • Charged particles evenly coat surfaces • Efficient application 	<ul style="list-style-type: none"> • Specialized equipment • May require a separate application method for pre-cleaning • Need to ensure enough application to allow proper contact time before drying • Additional safety and procedural considerations



PRODUCT APPLICATION METHODS

AVAILABLE LATE 2020

	How it Works	Benefits	Considerations
<p><u>NEW</u> Sanitizer Bucket</p> 	<p>Facilitates application with a cloth</p>	<ul style="list-style-type: none"> • Intuitive application method • Visual confirmation of efficacy 	<ul style="list-style-type: none"> • Change product every 2-4 hours (when visibly soiled or out of spec) to ensure continued efficacy
<p>Disposable Wipe System</p> 	<p>Allows product to be added to dry wipes</p>	<ul style="list-style-type: none"> • Allows for flexibility and convenience in cleaning procedures • Reusable canisters reduce waste 	<ul style="list-style-type: none"> • Several wipes may be required to achieve sanitization or disinfection (i.e., to ensure wet contact time)
<p>3-Compartment Sink</p> 	<p>Facilitates wash-rinse-sanitize 3-step procedure</p>	<ul style="list-style-type: none"> • Allows for sanitation of large prep equipment that may not fit in dishwasher 	<ul style="list-style-type: none"> • Common procedural mistake is brief immersion in 3rd compartment (sanitizer)

TABLEWARE

Disposable vs. reusable items

- Minimize items offered on tables and disinfect any that remain between guests (i.e., menus, condiments, etc.) OR offer single-use disposable items
- Wash reusable ware following standard wash-rinse-sanitize procedure in either a dishmachine or 3-compartment sink
- Handle clean ware minimally
- Remove table linens (i.e., napkins and tablecloths) after each guest to launder OR replace with single-use disposable items



CLEANING SOFT (POROUS) SURFACES

» For soft-surfaces such as table linens, upholstered furniture, carpeted floors, rugs, drapes, etc.



Remove visible contamination (if present) and **clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.* Ensure products are spot-tested in an inconspicuous location before application.



Laundry items (if possible) according to the manufacturer's instructions. Ensure items are dried completely.



Vacuum as usual.



**Refer to product label for use directions*

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

RESTORE TRUST WITH YOUR CUSTOMERS

Make Hygiene Visible

- Demonstrate you are taking a proactive and heightened approach to sanitation
- Focus on high-touch surfaces
- Communicate standards
- Display hygiene procedures

INVISIBLE → **VISIBLE**

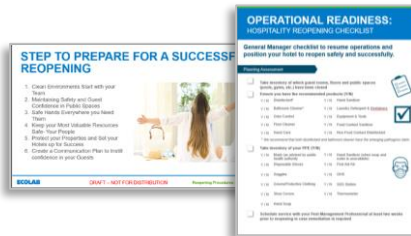


COVID-19 RESPONSE AND RECOVERY RESOURCES

Robust resources to help reopen and recover across the foodservice industry. Access these resources and more at: www.ecolab.com/coronavirus



Reopening Checklists



On-Demand Webinars



EcoSure Assessments



Enhanced Cleaning Procedures



Product Innovation, Promotions & Support



Staff Training
Lobster Ink Rebound Program & Quick Start Guides



Window Clings & Signage



Flyers



FOOD SAFETY AND PUBLIC HEALTH RESOURCES

FOOD SAFETY AND PUBLIC HEALTH MATTERS WEBINARS



Quarterly and On-Demand Webinars

Food Safety and Public Health Matters webinar series informs and educates food service professionals on Food Safety and Public Health topics.

FOOD SAFETY RESOURCE LIBRARY



Food Safety Articles and Tips



Food Safety Readiness Kits

➤ Access these Food Safety Resources and more on [Ecolab.com](https://www.ecolab.com)

Q&A



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Food and Dining: The Future State

SEPT 30 @ 2:00 PM EST



Lisa R. Robinson

Vice President, Global Food
Safety & Public Health
Ecolab

Panelists

Bessie Politis
Starbucks

Doug Davis
Marriot

Dan Goldberg
BJ's
Restaurants



**Ensuring Customer and Employee
Confidence During COVID-19**

View On-Demand



**Health Inspections: What You Need to Know
Now and Then**

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