

# Optimum Cleaning System



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# Optimum Cleaning System



This booklet will help you to maintain your establishment in the most hygienic way possible. The cleaning methods are detailed, clear and concise and help the user comply with legislation and best practice guidelines including control of Coronavirus (SARS-CoV2).

The Optimum Cleaning System and Posters not only provide the system to instruct and train your staff but also provide a professional way to display to your customers how you are maintaining a safe environment for them and your staff.

The cleaning systems covers the areas commonly found in the Food Service and Hospitality, namely:

- Front of House
- Bar and Cellar
- Kitchen
- Dishwashing
- Housekeeping
- Floor Cleaning
- Laundries
- Personal Hygiene

The cleaning methods also detail specialist instructions for certain actions that may be required, such as decontamination, descaling or salad preparation.

Please visit [Holchem.co.uk](http://Holchem.co.uk) and click on the Foodservice & Facilities sector and follow the “support” and “back to business” icons. This contains lots of useful information as well as downloadable posters to help establishments further manage and maintain the highest level of hygiene.





## Front of House

Good hygiene procedures and processes are vitally important in the hospitality sector to provide an inviting and safe environment, which leaves customers satisfied, confident and eager to return. Customer confidence has always been essential and openness and visibility of procedures (such as open kitchens) gives a positive customer experience. This has never been more relevant than now with the Coronavirus situation.

Front of house is one of the main areas where cross contamination between customers and staff can occur. Operational and hygiene procedures, role definition and staff training are vital to minimise the risks.

Routine cleaning and disinfection of customer and staff contact areas and touchpoints using ideally a disinfectant effective against pathogens including viruses is important.

The Optimum products Anti-viral Cleaner & Disinfectant or Legend Anti-Viral Wipes (tested against: EN1276, EN1650, EN13697 and EN14476 enveloped viruses) are available for routine cleaning and disinfection of surfaces and touchpoints to reduce cross contamination between staff / customers.

Specialist products for decontamination of bodily fluids are available.

A range of posters for both staff and customer areas are available on Holchem's website

Refer to your wallchart for your chosen product and use strengths.

## FAQ

### What are touchpoints?

Touchpoints are surfaces that people touch and can therefore be a route for cross contamination between people.

### Why is it important to regularly disinfect touchpoints?

Regular cleaning and disinfection with a suitable product on these surfaces will reduce any potential cross contamination.

### How often should I clean and disinfect touchpoints?

This will depend on the risk of not cleaning and disinfecting. Ideally all customer touchpoints associated with their eating or drinking experience should be cleaned and disinfected before the next customer, e.g. dining table and chairs, crockery, cutlery, etc.

Touchpoints with shared facilities such as washrooms should be regularly cleaned; perhaps every hour: e.g. Door handles or push plates, toilet seats, toilet flush handles, sinks, soap and towel dispensers.

### What can I do if there has been an obvious contamination with bodily fluids?

The Human Bodily Fluids Incident Kit provides all the necessary products and PPE to safely handle the clean. See Cleaning Method Card in the Personal Hygiene section.

## Front of House

### Cleaning Method Card

Ensure all appropriate safety signage is displayed prior to cleaning.  
Ensure all touch points are disinfected with suitable disinfectant on a regular basis.



1. Remove any food or food products from the area to be cleaned.
2. Bring into the area all cleaning equipment and required chemicals.
3. Place appropriate warning signs.
4. Switch off and isolate all equipment from the electrical supply.
5. Remove all debris from all surfaces and place in a designated waste bin.
6. Remove all waste bags from area.
7. Wipe over electrical and other equipment to be protected from water with a detergent disinfectant dampened cloth.
8. Working systematically across the area, wipe clean all surfaces with a clean cloth and designated detergent disinfectant solution. Replace or wash and disinfect cloth frequently.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE. All PPE should comply with appropriate standards and be readily available for staff use.

# Bar & Cellar



Good hygiene procedures and processes are vitally important in the hospitality sector to provide an inviting and safe environment, which leaves customers satisfied, confident and eager to return.

The correct handling of dirty and cleaned glassware coupled with proper drinks dispense minimises the risk of staff and customer cross contamination.

Glasswashers should be loaded and used correctly and at the end of service the glasswasher should be emptied and cleaned.

Routine cleaning and disinfection of customer and staff contact areas and touchpoints using ideally a disinfectant effective against pathogens including viruses is important.

The Optimum products cover Beerline Cleaners, Glass Washing Detergents specially developed for glasses, Rinse Aids to help with drying and leaving a spot free finish and a specialist Glass Renovator powder to regenerate the sparkle in dull glassware.

Optimum Anti-viral Cleaner & Disinfectant is available for routine cleaning and disinfection of surfaces and touchpoints to reduce cross contamination between staff / customers.

Refer to your wallchart for your chosen product and use strengths.

## FAQ

### **Why is glass and bar cleanliness important?**

Cleanliness is often one of the most important factors affecting a visitor's review of a venue in the hospitality sector and the bar environment and facilities such as washrooms must be kept spotlessly clean. In addition, glass cleaning and beerline cleaning must be carried out to a high standard to ensure your drinks reach the customer as intended. Glass washing is very important with dirty glasses affecting beerhead.

### **Why is it important to correctly load the glasswasher?**

A properly loaded, well managed and maintained glasswasher with the correct detergent and rinse aid will leave glasses clean and streak free. At the end of service, the glasswasher should be emptied and cleaned correctly.

### **Why is it important to ensure beerlines are cleaned?**

Clean beerlines reduces any product waste and ensures the quality of the product that is being served to the customer.

### **Will the glasswasher 'kill' (deactivate) viruses?**

This will depend on the specific virus. The detergent stage of a glasswasher loosens and washes away most of the debris. The disinfection stage, a rinse at above 72°C, is designed to kill all pathogenic bacteria and deactivate viruses. There is evidence that this temperature will deactivate the Coronavirus SARS-CoV-2.



## Bar & Cellar

### Bar Area Cleaning

Ensure all appropriate safety signage is displayed prior to cleaning.



1. Remove any food or food products from the area to be cleaned.
2. Bring into the area all cleaning equipment and required chemicals.
3. Place appropriate warning signs.
4. Switch off and isolate all equipment from the electrical supply.
5. Remove all debris from all surfaces and place in a designated waste bin.
6. Remove all waste bags from area.
7. Wipe over electrical and other equipment to be protected from water with a disinfectant dampened cloth. Cover with waterproof covers.
8. Apply designated detergent solution to all surfaces to be cleaned.
9. Working from upper areas to lower areas, wipe with a cloth and scrub as necessary.
10. Remove and wash any optics as required with designated detergent solution and rinse with fresh clean water.
11. Follow cleaning instructions for how to clean a glasswasher.
12. For all food contact surfaces, spray with designated disinfectant solution.
13. Allow the surfaces to air dry for the minimum time indicated on the product label.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.

All PPE should comply with appropriate standards and be readily available for staff use.



### Cleaning Beerlines

Ensure all appropriate safety signage is displayed prior to cleaning.



1. Follow cleaning methods as advised by the Brewery.
2. Empty all beer, lager, etc., from the line.
3. Do not use hot water when making up Beerline cleaner solutions.
4. Using a bucket containing the diluted Beerline cleaner solution, re-circulate solution through the system for 30 minutes, drawing off solution every 10 minutes to bring in fresh solution.
5. Ensure the lines are always full.
6. Drain system of solution and rinse thoroughly with clean water to remove all traces of cleaning solution.
7. Draw with fresh water two to three times during the rinsing.
8. Refill lines with required beer, lager, etc.,

Please follow directions given by the Brewery as systems may vary.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.

All PPE should comply with appropriate standards and be readily available for staff use.



## Bar & Cellar

# Glasswasher Cleaning

Ensure all touch points are disinfected with suitable disinfectant on a regular basis.  
Only authorised or correctly supervised persons may clean machinery.  
Take care as some surfaces may be hot.  
Ensure all appropriate safety signage is displayed prior to cleaning.



1. Some glasswashers have a self-cleaning cycle. If so, choose this option and allow the self-cleaning cycle to take place before carrying out any manual cleaning.
2. If there is no self-cleaning option available, then turn glasswasher off and allow all water to drain out of the wash tanks, and allow all surfaces to cool.
3. Remove all upper and lower wash / rinse arms.
4. Remove all filter baskets, strainers and filter plates.
5. Clean all removed arms and filters with a designated detergent solution.  
Ensure all nozzles and jets are unblocked.
6. Clean all internal areas of the glasswasher with a designated detergent solution.  
Ensure around the filter edges, doors and all hard to reach areas are cleaned.
7. Clean all external surfaces of the glasswasher with a designated detergent solution.  
Ensure hard to reach areas are cleaned.
8. Replace all cleaned filter basket, strainers and filter plates in reverse order.
9. Spray all internal surfaces of the glasswasher with a designated disinfectant solution.
10. Leave all doors open to the glasswasher and allow all internal areas to air dry.

Ensure all cleaning equipment is available and hygienic.  
Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.

# Glass Washing

Ensure all appropriate safety signage is displayed prior to cleaning.



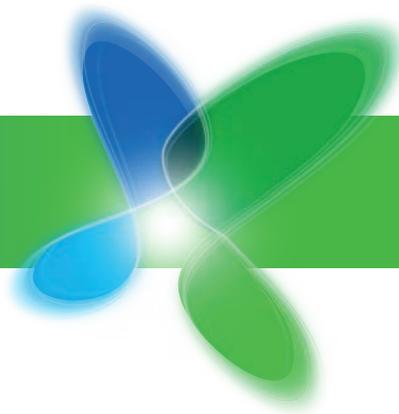
1. Remove gross debris from the glasses and place in a designated bin.
2. Using the correct racks, load the automated glasswasher as per the manufactures guidelines.
3. Allow the normal wash cycle and rinse cycle to be fully completed.
4. Allow the cleaned items to drain dry.
5. Alternatively, glasses can be washed in a designated washing up sink with a washing up liquid solution.
6. After washing the glasses, rinse with fresh, clean water and allow to drain dry.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



The kitchen environment of any customer facing venue is under great scrutiny. Ensuring that the kitchen environment is cleaned to a high standard is an integral part of any food or hospitality business.

Kitchen, retail and food production facilities making or serving food are governed by several best practice guidelines as well as legal requirements.

The correct handling of dirty and cleaned crockery / cutlery and food service minimises the risk of staff and customer cross contamination. Operational and hygiene procedures, role definition and staff training are vital to minimise the risks.

Optimum Products for the kitchen cover a wide range of uses including a Multi-Purpose cleaner for all general surfaces, a Heavy Duty Cleaner for removal of heavy soiling and carbonised deposits and Sanitisers that pass EN1276 and EN13697 for disinfecting food contact surfaces. These products are also available as Ready-to-Use (RTU) trigger sprays to save time in diluting the concentrated products. The Ready-to-Use Disinfectant (QFD60) is also fast acting, works in 60 seconds and is effective against enveloped viruses such as Coronavirus.

The Kitchen range also provides specialist products such as Oven Mousse, Oven Cleaner, Destaining Powder for removing tannin stains, Appliance Descaler for removing scale build up in kettles and Bio Drain Cleaners for digesting fats in drains.

Refer to your wallchart for your chosen products and use strengths.

## FAQ

### **Why is cleaning important?**

Contamination of foods with food poisoning bacteria may cause illness. Cleaning is one of the key controls that reduces the risk of contamination of foods to be eaten. The whole kitchen area needs to be kept clean and clear throughout the working shift especially when raw and cooked food are being produced in the same area. Surfaces should be cleaned throughout the day with food contact surfaces disinfected after cleaning. At the end of the day the kitchen needs to be completely cleaned and disinfected in readiness for the following day.

### **Why do mild detergents not work on my ovens and griddles?**

Heavily burnt on debris on ovens, griddles and hobs needs a more aggressive detergent to remove these deposits easily. Care should be taken with ovens, fryers and all other hot surfaces; these often require specialist cleaning and from a health and safety point of view, they need to be cool enough to clean.

### **Why do I need to clean cleaning tools and cloths?**

It has been found that cleaning tools and cloths are commonly very heavily contaminated with food poisoning bacteria. After cleaning has been carried out ensure that all cleaning equipment is either disposed of if single use or cleaned, disinfected and stored somewhere suitable ready for the following day.

### **Why disinfect after cleaning with a detergent?**

Food contact surfaces after cleaning with a detergent will still have living bacteria on the surface which could cross contaminate food about to be eaten. Disinfecting surfaces following cleaning kills those remaining bacteria.

### **Why not just clean a surface with a disinfectant?**

Disinfectants only work on clean surfaces. Therefore, a two-stage clean will include cleaning with a detergent followed by a disinfect. This is important for all food contact surfaces.

### **Is Coronavirus transmitted by foods and do we need to change our cleaning and disinfection programmes in food production areas?**

There is no real evidence that Coronavirus is transmitted via food. This means that your existing, standard routine cleaning practices (to remove food soils) and disinfection (to control bacterial pathogens) should continue to be used without change. They should be seen, therefore, as separate to coronavirus control or decontamination strategies where the target microorganism is SARS-CoV-2 and the major risk is cross contamination between customers and customers and staff.





## Kitchen

# Whole Kitchen Cleaning

Ensure all touch points are disinfected with suitable disinfectant on a regular basis. Ensure all appropriate safety signage is displayed prior to cleaning.



### Clean As You Go

1. Remove any packaging from the area.
2. Remove any food or food products from the immediate area to be cleaned.
3. Apply designated disinfectant or sanitiser solution to all surfaces to be cleaned.
4. Wipe with a cloth and scrub as necessary. Ensure undersides and hard to reach areas are cleaned.
5. Allow the surfaces to air dry or wipe over with a clean dry cloth to dry the surfaces. When changing between raw and cooked food or if raw packages touched the surface the Food Contact Surface full cleaning regime needs to be followed. i.e. **Surfaces should be cleaned and disinfected.**

### Whole Kitchen Cleaning - At the end of each day

1. Remove any food or food products from the area to be cleaned.
2. Switch off and isolate all equipment from electrical supply and allow any hot surfaces to cool.
3. Remove all food debris from all surfaces and place in designated waste bin.
4. Remove all waste bags from the area.
5. Wipe over electrical and other equipment to be protected from water with a disinfectant dampened cloth. Cover with waterproof covers.
6. Apply designated detergent solution to all surfaces to be cleaned.
7. Working from upper areas to lower areas wipe with a cloth and scrub as necessary.
8. For all food contact surfaces spray with designated disinfectant solution.
9. Allow the surfaces to air dry for the minimum time indicated on the product label.
10. If required, rinse off the surfaces with a cloth and fresh, clean water.



Ensure all cleaning equipment is available and hygienic. Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.

During dispense and changing of chemical containers: wear the correct PPE. All PPE should comply with appropriate standards and be readily available for staff use.



# Kitchen

## Surfaces

All food contact surfaces should be cleaned at the end of the working day's service and when changing from raw to ready to eat food (or vice versa).

Ensure all appropriate safety signage is displayed prior to cleaning.



1. Remove any food or food products from the immediate area to be cleaned.
2. Switch off any electrical appliances before cleaning.
3. Apply designated detergent solution to all surfaces to be cleaned.
4. Wipe with a cloth and scrub as necessary. Ensure undersides and hard to reach areas are cleaned.
5. Spray all cleaned surfaces with designated disinfectant.
6. Allow the surfaces to air dry for the minimum time indicated on the product label.
7. If required, rinse off the surfaces with a cloth and fresh clean water.
8. For non-food contact surfaces, disinfectant need not be applied.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.

All PPE should comply with appropriate standards and be readily available for staff use.



## Kitchen

### Hot Surfaces & Ovens

Ensure all touch points are disinfected with suitable disinfection on a regular basis.  
Ensure all appropriate safety signage is displayed prior to cleaning.



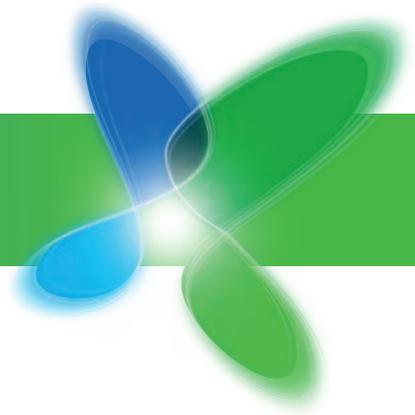
1. Switch off the supply to the heat source.
2. Allow the heat source to cool to below 40°C or as per manufacturer's instructions.
3. Remove any food or food products from the heat source.
4. If cleaning a fryer then the dirty oil should be pumped out on a regular basis and replaced with fresh clean oil when the cleaning procedure is complete.
5. Wipe over all internal and external surfaces with a designated heavy duty cleaner detergent or specialist oven cleaner.
6. Rinse all surfaces with fresh clean water to remove all traces of detergent.
7. Allow all surfaces to air dry.
8. Some ovens are cleaned semi-automatically using a designated self-clean detergent.
9. Select appropriate self-cleaning programme on the oven.
10. Allow the programme to fully complete the cycle.

Ensure all cleaning equipment is available and hygienic.  
Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.

# Dishwashers



Restaurants, coffee shops, snack bars and fine dining restaurants, are all offering food to suit every taste, often 24 hours a day. Each type of business has its own requirements for dishwashing, with a wide variety of items requiring washing and with varied soils needing to be removed.

The Optimum range of products supporting dishwashing include Dishwash Detergents which are suitable for use in all water type areas, a Specialist Destain Detergent to aid the removal of proteins and tannins and Rinse Aids to help with drying of items.

For manual washing up, we have Premium Washing Up Liquids and a detergent / disinfectant Washing Up Liquid which, when used as directed, complies with EN1276 and EN13697.

Refer to your wallchart for your chosen products and use strengths.

## FAQ

### **Why not wash items by hand in a sink?**

The alternative to dishwashing by machine is to wash items by hand in a sink and allow to air dry. Although this traditional method gives great flexibility it is labour intensive, uses large quantities of hot water and does not provide disinfection of the item unless a separate disinfectant step is introduced. Most items, such as crockery, cutlery, glasses and utensils, when washed in a dishwasher will leave items cleaner both visually and microbiologically.

### **Why is the appearance of items important?**

First impressions are commonly gained by cleanliness of an establishment, including tableware.

### **Why do I need to clean and maintain the dishwasher?**

To work effectively the dishwasher must be cleaned to remove the build-up of debris in the filters, wash arms and around door seals. Cleaning also allows inspection of the washer to check for damaged parts such as wash arms and nozzles.

### **What are the risks if my dishwasher does not work correctly?**

Poorly cleaned items with harmful bacteria or viruses. This may lead to customer complaints or customer illness.

### **Why do I need to use detergents and rinse aids?**

The detergent and rinse aid at the correct strengths will ensure that the dishwasher performs as designed.

### **Will the dishwasher 'kill' (deactivate) viruses?**

This will depend on the specific virus. The detergent stage of a dishwasher loosens and washes away most of the debris. The disinfection stage, a rinse at above 72°C, is designed to kill all pathogenic bacteria and deactivate viruses. There is evidence that this temperature will deactivate the Coronavirus SARS-CoV-2.



## Dishwashers

### Dishwasher Cleaning

Ensure all touch points are disinfected with suitable disinfectant on a regular basis.

Only authorised or correctly supervised persons may clean machinery.

Take care as some surfaces may be hot.

Ensure all appropriate safety signage is displayed prior to cleaning.



1. Some dishwashers have a self-cleaning cycle. If so, chose this option and allow self-cleaning cycle to take place before carrying out any manual cleaning.
2. If there is no self-cleaning cycle option; then turn the dishwasher off and allow all water to drain out of the wash tanks and allow all surfaces to cool.
3. Remove all upper and lower wash / rinse arms.
4. Remove all filters, baskets, strainers and filter plates.
5. Clean all removed arms and filters with a designated detergent solution. Ensure all nozzles and jets are unblocked.
6. Clean all internal areas of the dishwasher with a designated detergent solution. Ensure around the filter edges, doors and all hard to reach areas are cleaned.
7. Clean all external surfaces of the dishwasher with a designated detergent solution. Ensure all hard to reach areas are cleaned.
8. Replace all cleaned filter baskets, strainers and filter plates in reverse order.
9. Spray all internal surfaces of the dishwasher with a designated disinfectant solution.
10. Leave all doors open to the dishwasher and allow all internal areas to dry.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.

All PPE should comply with appropriate standards and be readily available for staff use.



## Dishwashers

### Correct Use of a Dishwasher

Ensure all touch points are disinfected with suitable disinfectant on a regular basis. If dishwashers are not loaded and used correctly, then this can lead to items not being washed properly and the need to re-wash items. Ensure all appropriate safety signage is displayed prior to cleaning.



1. Always replace the chemical containers when empty.
2. Dishwashers should be emptied and re-filled after every busy service or at least 3 times per day.
3. Dishwashers should be given a thorough cleaning at the end of every day. See “how to clean a dishwasher” method.
4. To achieve an excellent cleaning result all items of cutlery, plates and cups should be pre-rinsed with water to remove all gross debris. This also stops the wash tank solution getting too dirty.
5. Cutlery should be placed in designated baskets and mixed up so spoons etc., don't stick together and thus do not get cleaned properly.
6. Plates should be loaded into designated baskets and stacked separately.
7. Cups and bowls should be stored upside down on designated baskets.
8. If cups and teapots are stained with tannin then these should be destained before being placed into the dishwasher.
9. Ensure that the full wash and rinse cycle is finished before removing the items from the dishwasher.

Ensure all cleaning equipment is available and hygienic.  
Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



## Dishwashers

### Manual Dishwashing

All food contact surfaces should be cleaned at the end of the working day and when changing from raw to ready to eat food (or vice versa).

Ensure all appropriate safety signage is displayed prior to cleaning.



1. Remove any food or food products from the immediate area to be cleaned.
2. Fill sink with designated detergent solution.
3. Wash all items in the sink.
4. Wipe with a cloth and scrub as necessary. Ensure undersides and hard to reach areas are cleaned.
5. Spray all cleaned, food contact surfaces with designated disinfectant. Allow the surfaces to air dry for the minimum time indicated on the product label.
6. Or, if two sinks are available, fill the second sink with designated disinfectant solution and allow cleaned items to soak for the required contact time indicated on the product label.
7. If required, rinse off the surfaces with a cloth and fresh clean water.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.

All PPE should comply with appropriate standards and be readily available for staff use.



## Salad Preparation

### Salad Preparation

It is important to ensure that chlorine release tablets have fully dissolved in the water. It is important to ensure that the fruit and vegetables are given the correct contact time to ensure bacterial kill. Salad washing is generally undertaken in the range of 50-200ppm available chlorine. The solution concentration depends on the delicacy of the produce and the degree of organic loading present in the wash water.



1. Fill a designated sink or bucket with cold water.
2. Add the fruit or vegetables to the water and carefully wash to remove all soil and debris.
3. Remove fruit or vegetables, then drain the water away and refill the sink or bucket with the required amount of cold water.
4. Add 1 Chlorine Release tablet to 20 litres of water to achieve a 50ppm strength solution. Add 1 Chlorine Release tablet to 5 litres of water to achieve a 200ppm strength solution. Ensure fully dissolved in the water.
5. Add the fruit or vegetables and wash to remove soiling.
6. Remove fruit or vegetables, then drain the chlorine solution away.
7. Refill the sink or bucket with fresh cold water and rinse the fruit or vegetables to remove all traces of chlorine.
8. Allow the fruit or vegetables to drain in a designated sieve.
9. Prepare fruit or vegetables as normal.



During dispense and changing of chemical containers: wear correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



# Descaling

## Descaling Procedure

Do not mix acidic descaling products with chlorinated products (i.e. bleach) as toxic gas will be released. For heavy scaling the process may need to be repeated. Ensure all appropriate safety signage is displayed prior to cleaning.



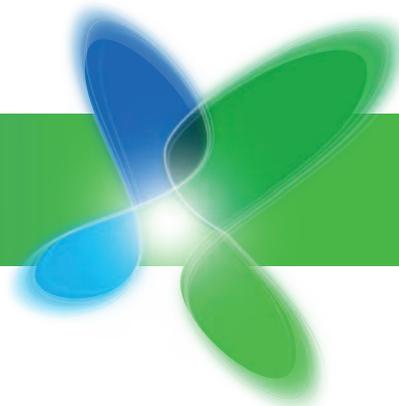
1. Following dilution instructions, prepare a solution of the appropriate descaler.
2. For kettle descaling: Add the diluted solution to the kettle and allow to heat, but not boil.
3. Rinse kettle internal surfaces with water to remove all traces of detergent.
4. For descaling of showerheads and other items: Prepare a warm solution of the appliance descaler in a suitable soak tub or tank.
5. Allow items to soak for a minimum of 5 minutes.
6. Remove items from the solution and rinse with fresh water to remove all traces of detergent.
7. Repeat if required.

Ensure all cleaning equipment is available and hygienic. Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE. All PPE should comply with appropriate standards and be readily available for staff use.

# Housekeeping



Along with other areas where customers have easy access, good cleaning and hygiene procedures and processes are vitally important to provide an inviting and safe environment which leaves customers satisfied and eager to return.

The bedroom and associated bathroom are areas where guests spend a considerable time. There is a requirement between occupancy to safely clean and disinfect to ensure a visually and microbiologically clean environment.

Guests may choose to eat in their room and so some surfaces may be contaminated with food. In addition, guests may be ill, knowingly or not, with illnesses such as Norovirus Infection or Covid-19. The cleaning disinfection routine should be aimed at cleaning all cross-contact surfaces to reduce the opportunity for subsequent guests to be infected.

Optimum products available for housekeeping include products needed to clean bathrooms and bedrooms effectively such as Anti-Viral Cleaner & Disinfectant, Toilet Cleaner, Washroom Cleaner & Disinfectant, Glass Cleaner and Odour Neutraliser. These products are also available in Ready-to-Use trigger sprays.

Specialist housekeeping products are also available for this range and include Mould & Mildew Remover, Stain Remover and Furniture Polish.

Refer to your wallchart for your chosen products and use strengths.

## FAQ

### **Why do I need to clean the bathrooms and bedrooms?**

Cleanliness is often one of the most important factors affecting a visitor review of a venue in the hospitality sector. Bedrooms and bathrooms need to be cleaned to an exceptional standard from a visual and infection point of view but also it is important that the room is left with a pleasant consistent fragrance.

### **Is there a health risk from poorly cleaned bathrooms?**

There is a risk of cross contamination between guests with viruses such as Norovirus and Coronavirus.

### **Is there a risk to the Housekeeping staff?**

There is a risk of cross contamination between guests and housekeeping staff that needs to be managed by correct procedures, cleaning products and the use of PPE where appropriate.

### **What can I do if there has been an obvious contamination with bodily fluids?**

The Human Bodily Fluids Incident Kit provides all the necessary products and PPE to safely handle the clean. See Cleaning Method Card in the Personal Hygiene section.



## Housekeeping

### Toilet Cleaning

Ensure all touch points are disinfected with suitable disinfectant on a regular basis.  
Ensure all appropriate safety signage is displayed prior to cleaning.



1. Prepare area for cleaning by removing all towels and toilet roll from the surrounding area.
2. With the lid down, flush the toilet.
3. Lift the lid and using a designated toilet brush, drop the water level in the toilet by pushing the water with the brush up the U-bend.
4. Apply designated toilet cleaner around all internal surfaces of the bowl and under the rim. Leave in contact while the rest of the toilet is cleaned.
5. Using a designated toilet cloth and washroom cleaner wipe over all surfaces of the tank, external bowl area, seat, under seat and base of bowl to clean.
6. Using a designated toilet brush clean the internal bowl surfaces and then with the lid of the toilet down, re-flush the toilet.
7. Ensure all touch points are disinfected with suitable disinfectant.

Ensure all cleaning equipment is available and hygienic.  
Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



# Housekeeping

## Bedroom

Ensure all touch points are disinfected with suitable disinfectant on a regular basis.  
Ensure all appropriate safety signage is displayed prior to cleaning.



1. Prepare the room for cleaning by removing all rubbish from the room and waste baskets.
2. Clean the waste baskets with designated cleaner.
3. Strip the bed linen and place in an appropriate container for taking to the laundry.
4. Wash the cups, glasses and saucers with designated detergent solution. Dry and place in the correct area.
5. Remove the bathroom towel and place in an appropriate container for taking to the laundry.
6. The room should be dusted and/or wiped down with a designated cloth and cleaning solution.
7. Work in a clockwise manner dusting and cleaning from top to bottom.
8. Be sure to move objects and wipe under or behind them.
9. Ensure the phone, windowsills, light switches, drawers, shelving wardrobes and door handles are all cleaned and wiped down.
10. Clean the mirrors and windows with designated glass cleaner and a soft cloth.
11. If necessary, use designated stain remover to remove any staining.
12. Vacuum the floor area starting at the farthest end and working towards the door, ensure all chairs, waste baskets, lamps etc., are moved and vacuumed under.
13. Ensure all touch points are disinfected with suitable disinfectant.
14. Spray designated odour neutraliser with fragrance into all four corners of the room.

Ensure all cleaning equipment is available and hygienic.  
Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



# Housekeeping

## Bathroom

Ensure all touch points are disinfected with suitable disinfectant on a regular basis. Ensure all appropriate safety signage is displayed prior to cleaning.



1. Prepare the room for cleaning by removing all rubbish from the room and waste baskets.
2. Clean the waste baskets with designated cleaner.
3. Remove the bathroom towel and place in an appropriate container for taking to the laundry.
4. Clean the shower area walls, shower head, bath internal/externals, shower curtain, taps and soap dishes with designated washroom cleaner and cloth. Rinse surfaces as required and dry with a designated cloth.
5. Clean toilet internal areas with designated toilet cleaner and toilet brush.
6. Clean the external toilet surfaces from top to bottom with designated washroom cleaner. Ensure the tank, seat base and all associated surfaces are also cleaned. Follow more detailed cleaning procedure if required.
8. Clean the sink and surrounding area including taps, soap dishes and shelving with designated washroom cleaner and cloth.
9. Clean the mirror with designated glass cleaner and a soft cloth.
10. Clean the rest of the bathroom walls and towel rails with designated washroom cleaner and a cloth.
11. If necessary, spot clean any tile areas with mould and mildew remover.
12. Sweep the floor to remove all debris, start at the farthest end and work towards the door.
13. Mop the floor with designated washroom cleaner starting at the farthest end and work towards the door. Ensure areas around base of toilet and sink are cleaned.
14. Ensure all touch points are disinfected with suitable disinfectant.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



## Decontamination

### Decontamination for Human Bodily Fluids Incidents

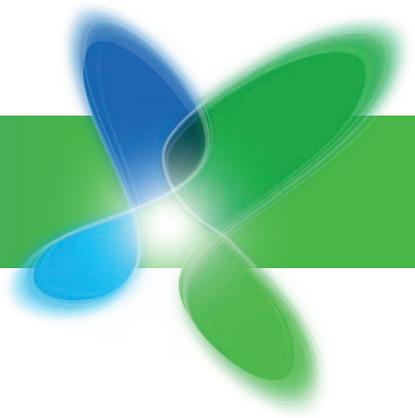


Ensure when carrying out the cleaning procedure disposable gloves, apron and eye protection are worn by the Operator. Please note: When cleaning up fluids from a carpet, bleaching will occur.

1. In the event of a human bodily fluid incident, if safe to do so, remove the person immediately from the area to a safe place. All affected areas need to be screened off, or isolated, and if any food processing is taking place, this needs to be halted. It is important to ensure all finished product, raw materials, work-in-progress and packaging taking place in the affected areas must be considered as contaminated and disposed of. Only the person/people responsible for cleaning up the spillage to be around the contaminated area to prevent any cross-contamination occurring.
2. Using the Incident Kit Fluid Absorber shake the powder over the spillage to absorb, then using the supplied bags/gloves and scoop, scrape up the spillage and absorbent powder into the bags (the spill kit bucket could also be used for this). Dispose of this waste into an approved disposal bin.
3. Fill the Incident Kit Chlorine Release Tablets bottle with warm water and agitate to fully dissolve. Fit the trigger head to the bottle and clean up the remains of the spillage with the dissolved tablet solution and disposable cloths, then dispose of gloves and other disposable PPE. Conduct a proper hand wash procedure followed by disinfection of the hands. Put on clean gloves and using the dissolved tablet solution/disposable cloths re-clean the area. Dispose of gloves and PPE as previously and re-wash hands.
4. Clean all the affected area with your normal detergent followed by your normal disinfectant. All surfaces should be considered contaminated, including high level fabrication. If necessary, the area can be sprayed with Incident Kit Odour Absorber to remove any unpleasant smells.
5. All cleaning utensils, cloths and scourers should be bagged, sealed and disposed of after the cleaning operation. All PPE should be bagged, sealed and disposed of after use. Ensure a proper hand washing procedure is carried out followed by disinfection of the hands. Personal clothing of the personnel involved in the cleaning operation should be considered contaminated, ensure appropriate measures are taken to replace/laundry.

Ensure all cleaning equipment is available and hygienic.

Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



Maintaining the cleanliness and appearance of floors is a crucial factor in making sure both employees and visitors perceive a facility in the right way.

Optimum products available to ensure floors are maintained effectively are Polish Stripper, Floor Polish, Floor Cleaner & Maintainer. Hard surface cleaners are also available such as Lemon and Pine Gel.

Refer to your wallchart for your chosen products and use strengths.

## FAQ

### **Is there a risk from poorly cleaned floors?**

There is a significant risk of slips if floors are not cleaned properly. Remember most floor cleaning will involve getting the floor wet and so for a period of time posing a slip hazard.

### **Why do I need to use the recommended products?**

Types of floor surface vary and it is important to use the correct product otherwise cleaning may be poor and the floor surface may be damaged.

### **Why do we polish certain floors?**

Floor areas need to be carefully maintained to ensure they are clean and if necessary polished to ensure they provide a clean, bright and safe environment. Polishing provides a renewable surface that protects the underlying floor material from wear and as such is generally carried out in areas of high traffic.



## Floorcare

### Stripping Polish from a Floor

Ensure all appropriate safety signage is displayed prior to cleaning.



1. Sweep the floor area to remove any debris and dirt.
2. Dispose of this debris into a suitable waste container.
3. Apply the designated polish stripper solution to the floor, one section at a time.
4. Leave in contact with the floor area for 5 minutes, but do not allow the solution to dry out.
5. Agitate the floor area with a mop or scrub with a floor machine and a stripping pad.
6. Remove the slurry with a wet pick up machine or a mop.
7. Once all the floor polish has been removed from the floor area, rinse with cold water to ensure the floor is back to a neutral pH which makes the application of polish more effective.

Ensure all cleaning equipment is available and hygienic.  
Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



## Floorcare

### Polishing a Floor

Ensure all appropriate safety signage is displayed prior to cleaning.



1. Ensure all polish has been removed from the floor and it has been rinsed thoroughly. Ensure the floor is fully dried.
2. Sweep the floor to remove debris and dirt from surfaces, place into a designated waste bin.
3. Pour the designated floor polish into a suitable bucket or tray.
4. Using a clean mop or special floor polish applicator spread the polish thinly onto the floor in straight lines.
5. Leave the polish to dry for at least 30 minutes.
6. Once the floor is dry, apply a second coat of polish in straight lines at right angles to the direction used for the first application. To avoid build-up of polish leave 10cm at the floor edge.
7. For floors with heavy foot traffic, a third coat may be applied.

Ensure all cleaning equipment is available and hygienic.  
Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



# Floorcare

## Floor Scrubbers

Ensure all touch points are disinfected with suitable disinfectant on a regular basis. Floor scrubbers should be cleaned after every use. This ensures that floor cleaning is more effective. Ensure all appropriate safety signage is displayed prior to cleaning.



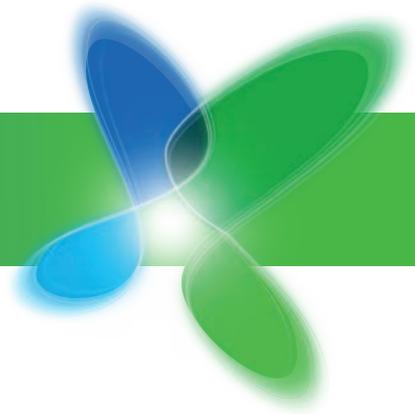
1. Take the floor scrubber to a dedicated wash area for cleaning.
2. Ensure machine is turned off, remove any cleaning pads from the machine.
3. Remove the squeegee blade from the machine.
4. Clean the removed pads and blade with a designated detergent solution and cloth.
5. Remove the lid of the floor scrubber to expose all internal surfaces.
6. Clean all internal and external surfaces of the tank with a designated detergent solution.
7. Replace the cleaned blades and pads back onto the scrubber and put on charge in readiness for the next time it needs to be used.

Ensure all cleaning equipment is available and hygienic. Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE. All PPE should comply with appropriate standards and be readily available for staff use.

# Laundries



Laundries on the premises of businesses such as hotels, restaurants, and nursing homes provide a way for the quality of finish on items such as protective clothing, bedding and tablecloths to be managed on site. This will make sure that the desired quality of clean is delivered and can decrease the amount of time taken to get these items back into use. Where applicable, items may need to be disinfected; the proper process should be followed to ensure that this is carried out effectively.

Optimum Products that are suitable for use in Laundries are Bio and Non-Bio Powders as well as Liquid Detergent, Liquid Destains and Fabric Softeners.

Refer to your wallchart for your chosen products.

## FAQ

### **Is there a risk from poorly cleaned laundry?**

With items that may come into contact with food or food contact surfaces such as cleaning cloths and protective clothing (e.g. chef's aprons) there is a significant risk of cross contamination if the articles are not properly cleaned and disinfected.

With items being washed in nursing or care homes there is a risk to laundry operatives if not handled correctly and a cross contamination risk if articles are not properly cleaned and disinfected.

For general bedding and towels, the risk is customer perception.

### **Why do I need to use the recommended products?**

Different materials and soiling require different laundry products and often, different laundry cycles.

# Laundry Procedure (Hospitality & Care)

Ensure all touch points are disinfected with suitable disinfectant on a regular basis.



1. Laundry should be sorted and placed in an appropriate storage area. Sort into:
  - a. Cottons
  - b. Polycottons
  - c. Delicates
  - d. Coloured
  - e. Whites
2. In addition, infected laundry should be separated from all other laundry and placed in red bags.
3. Do not underload the machine. This costs as much money to run as a full load.
4. Do not overload the machine. This causes poor wash results.
5. Load the machine to its correct capacity. A correctly loaded machine should still be a loose one with plenty of extra space. (Note: for polycotton items, load machine to two thirds capacity).
6. Select the correct wash process for the type of wash required. Failure to select the correct programme will mean items are incorrectly washed or alternatively those items may suffer damage.
7. Place items in a tumble dryer and select the correct drying programme as required or place item to air dry.
8. Place clean, dried items in suitable storage areas for collection by housekeeping.
9. At the end of the day, switch off all equipment, wipe down the inside and outside of the washing machine and dryer with a dampened cloth.
10. Leave machine doors open to prevent build-up of offensive damp smells.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



## Laundries

### Fault Finding (Performance)



#### Issues – Poor wash results?

1. Overloading of wash load.
2. In-correct chemical and wash program selected.
3. Blocked tubing – Flush or replace tubing.
4. Empty chemical drums.

#### Issues – Smelly washing?

1. Overloading of machine.
2. In-correct chemical and wash program selected.
3. Blocked tubing – Flush or replace tubing.
4. Empty chemical drums.

#### Issues – Using too much detergent?

1. Washing a lot of half loads.
2. Theft – Stock take and mark chemical drums.
3. Hand dosing – Make sure operatives are not adding extra detergent into wash.

#### Issues - Over foaming during washing

1. Using too much detergent.
2. Underloading machine.
3. Laundry heavily soiled.
4. Excess emulsifier in Pre-rinse cycle - Review cleaning programme.

#### Issues - Greying of whites

1. End of fabric life.

#### Issues - Rough Linen

1. Over drying for too long.
2. Over drying at too high a temperature.
3. Washed in wrong formula.
4. Poor rinsing.
5. Hard water.
6. Not enough fabric softener.



During dispense and changing of chemical containers: wear the correct PPE. All PPE should comply with appropriate standards and be readily available for staff use.



## Laundries

### Fault Finding (Equipment)



In the first instance of an error occurring or an error code showing, please refer to your manufacturers guidance notes.

#### **Issues – No lights or power to dosing equipment?**

1. Door not closed on washing machine – Check the door.
2. Power off to machine – Make sure washing machine is switched on.
3. In-line fuse blown in machine – Call engineer to replace.

#### **Issues – Unable to select chemical wash program?**

1. System error – Turn power off to machine and allow to reset.
2. Power surge – Call service engineer.

#### **Issues – Pump heads leaking?**

1. Call your maintenance service provider.

#### **Issues – Chemicals not being pumped into the machine?**

1. Blocked pipe – Call your maintenance chemical service provider.
2. Drum chemical empty - Replace.
3. Lack of maintenance – Call your service provider.

#### **Issues - Scale Build-up**

1. Check water softener working - Call your maintenance service provider.



During dispense and changing of chemical containers: wear correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.



## Laundries

### Cleaning the Laundry

Ensure all touch points are disinfected with suitable disinfectant on a regular basis.  
Ensure all appropriate safety signage is displayed prior to cleaning.



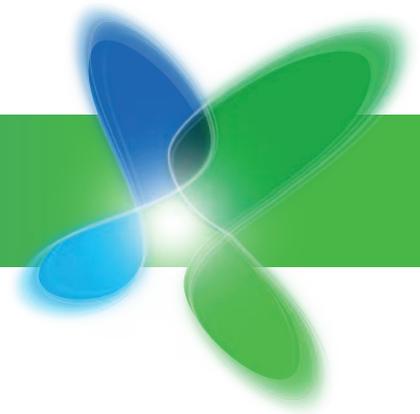
1. Where applicable, wash laundry bags on a thermal disinfection program, then switch off machines. It may be occasionally required to run the washing machine empty on a hot wash cycle to give the machine a deep clean.
2. Place all debris and packaging in suitable waste containers. Place fresh bin liners in the bins.
3. Vacuum or sweep the floor to remove all debris.
4. Using a designated cloth and suitable detergent, clean all sinks, taps and draining boards.
5. Using a designated cloth and suitable detergent, clean all work surfaces, trollies, washing machines inside and out and door handles.
6. Allow all surfaces to dry.
7. On a weekly basis, vacuum behind machinery and vacuum any vent to remove debris build up. Be especially diligent about ensuring that lint is removed as this could be a fire risk.
8. On a weekly basis, clean all shelving, baskets, pipes, behind equipment, any cupboards and draws with a suitable detergent.
9. Isolate equipment and clean the lint filters.

Ensure all cleaning equipment is available and hygienic.  
Ensure all necessary cleaning products are available and are diluted correctly according to wallchart instructions.



During dispense and changing of chemical containers: wear the correct PPE.  
All PPE should comply with appropriate standards and be readily available for staff use.

# Handcare & Personal Hygiene



In most food processing or food service environments the handling of food is commonplace and often impossible to avoid. As such all food operators' hands should be washed at the beginning of their shift and whenever they have touched a potentially contaminated surface.

If staff are working in areas where food or drink is being prepared or served, then managers should be aware of personnel hygiene guidelines and when colleagues should be reporting illnesses to management.

Optimum hand products are available as both re-fillable and cartridge systems. Foaming soaps and Liquid soaps are available with both systems as are hand sanitisers. A Hand Care Remoisturiser is also available. All Optimum Hand products can be dispensed via a dedicated dispenser which is fully labelled up to demonstrate to the user the correct hand wash / sanitiser method.

## **FAQ**

### **Is there a risk from poorly cleaned hands?**

Cross-contamination by the transfer of pathogenic organisms can be a significant issue. Hands are one of the most common vehicles for transfer of micro-organisms and can become contaminated in several ways. Hands should be washed following good practice guidelines with management oversight to ensure compliance.

### **Is water temperature important?**

It is more comfortable to wash hands in water between 30°C and 40°C.

### **Can I just rinse my hands in water alone?**

No, it is important that you wash your hands using a good quality hand soap following the correct procedure followed by thorough drying; the whole procedure will take approximately 45 seconds.

### **Does hand washing kill Coronavirus?**

Frequent hand washing remains the best way to control COVID-19 transmission.

### **Can I use hand sanitisers instead of handsoaps?**

Handwashing is always the preferred and the most effective method. Where hand washing is not possible, or as an addition to hand wash, hand sanitisers can be used.

### **Should I recommend the use of gloves?**

Gloves may be used to protect the product (Food) from hand contamination, or to protect the hands from the product (say cleaning chemicals). It needs to be considered that disposable gloves can become a source of contamination and it is important to consider if gloves can be used correctly and safely.



# Personal Hygiene & Fitness for Work

All work colleagues should be aware of good personal hygiene rules and trained to follow these. All management and colleagues should be aware of when they are safe to prepare food.

1. Hands should always be washed before preparing food.
2. All colleagues should wear clean clothes when working with food; ideally, they should change into clean work clothes before starting work and not wear these clothes outside food preparation areas.
3. Ideally work clothes should be long sleeved and light coloured with no external pockets. This prevents skin from touching food and helps stop hairs, fibres and contents of pockets getting into food.
4. It is a good idea for staff to wear clean or disposable aprons over work clothes especially when working with raw meat / poultry or eggs. These aprons should be easily removed for washing, or throwing away.
5. It is good practice for staff to keep hair tied back and wear a hairnet when preparing food. If hair is not covered or tied back it is more likely to fall into food and colleagues are more likely to touch their hair.
6. Colleagues should not wear watches or jewellery (with the exception of a wedding band) when preparing food. These items can collect or spread bacteria, or fall into food.
7. Colleagues should not touch their face and hair, smoke or chew gum while preparing food as hands can easily spread harmful bacteria from these surfaces onto food.
8. Cuts and sores should be completely covered with a brightly coloured waterproof dressing.
9. Colleagues should be “fit for work” at all times. This means that they should not be suffering from, or carrying, any illness or disease that could cause a problem with food safety.
10. If a colleague is vomiting and / or has diarrhoea then they should report this to their manager immediately. Colleagues should not return to work until they have had no symptoms for 48 hours as people can still carry harmful bacteria for up to 48 hours after any illness.
11. Colleagues should not come into food preparation areas if someone they live with is suffering from diarrhoea and / or vomiting.
12. If a colleague has symptoms of COVID-19 (fever or a new cough) they must follow government guidelines and self-isolate.



## Hand Wash Procedure

Ensure all touch points are disinfected with suitable disinfectant on a regular basis.  
Ensure that all areas have the correct and sufficient hand soap and sanitiser available at all times. Hands need to be washed and sanitised on a continuous basis throughout the working day. Ensure only dedicated hand wash sinks are used for the handwashing procedure.  
Management should also be aware of the reasons why hands may not be washed properly.

### **Hand Wash Method**

1. Ensure suitable hand towels are readily available to use.
2. Ensure water temperature for handwashing is suitable.
3. Wet hands thoroughly.
4. Apply soap and produce a lather.
5. Rub hands and fingertips vigorously ensuring the fingertips, around the nails, between fingers, around thumbs, the forearm and wrists are thoroughly massaged. This should take a minimum of 20 seconds.
6. The hands should be thoroughly rinsed under free flowing warm water. This should take a minimum of 20 seconds.
7. Hands must be thoroughly dried.
8. If required hygienic hand rubs can provide an additional level of protection. However, they should not be used as a replacement for handwashing.
9. After some activities, a double hand wash procedure should be carried out.
10. See “when to wash your hands” document for when a double hand wash should take place.

### **Common reasons for non-compliance of handwashing.**

1. Insufficient management commitment and enforcement.
2. Failure to educate and motivate employees.
3. Inadequate facilities, soap or drying materials.
4. No effective system in place for handwashing.
5. Poor access to handwash sinks.
6. Poor quality hand soap which can result in a weak lather or dry and cracked skin.
7. Water temperature too cold / hot making it unpleasant to wash hands.
8. Using a stiff nailbrush resulting in damaged skin or inflammation.
9. Not enough time allowed for handwashing.
10. Lack of notices / posters.
11. High staff turnover.



# When to Wash Hands

Ensure that all areas have the correct and sufficient hand soap and sanitiser available at all times. Hands need to be washed and sanitised on a continuous basis throughout the working day. Ensure only dedicated hand wash sinks are used for the hand washing procedure.

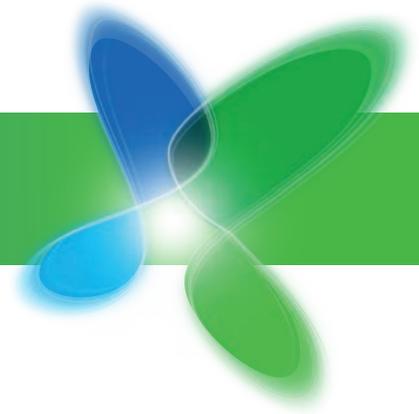
### **When to Wash Hands**

1. Before and after putting gloves on.
2. Routinely throughout the day.
3. After touching hair, nose, mouth or ears.
4. After eating, smoking, coughing, or blowing nose.
5. After handling external packaging.
6. After handling waste food or refuse.
7. After cleaning, or handling dirty crockery, utensils, cloths or cleaning tools.
8. After shaking hands.
9. After handling money.
10. After touching shoes, floors or other dirty surfaces.

### **When to Double Wash Hands**

1. Entering a food room at the start of the day or after taking a break.
2. After using toilet paper when there is a risk of faecal contamination.
3. Cleaning up, for example, vomit from an ill person.
4. Changing or putting on a dressing or touching an infected cut, wound or boil.
5. After handling raw poultry, meat or vegetables before handling ready-to-eat food.

# Validation



Cleaning validation is not a legal requirement but is seen as best practice. Indeed, audit schemes based on the Global Food Safety Initiative (GFSI), the British Retail Consortium (BRC) Global Standard for Food Safety Issue 8 and SALSA Audit Standard provide guidance on the need for validation. In the SALSA Audit Standard, it states:

“In High Risk/High Care areas, cleaning and disinfecting processes shall effectively control any microbiological risk to the safety of the product”.

In other words, SALSA is advocating that validation is required when the cleaning and disinfection programme is intended to control a hazard.

## **What is classed as a Hazard?**

A hazard is something that could cause injury, illness or even death to a person if a food containing that hazard was consumed. In the case of food production facilities, we are trying to prevent pathogens, allergens, foreign bodies (such as metal), and chemicals contaminating the food.

A clean is deemed effective when the desired levels of cleanliness, chemical, physical and microbiological have been achieved. To determine if the desired levels have been achieved testing need to be carried out. This testing process is known as “Validation.”

## **Microbial - validation**

Microbial validation is testing for the removal of pathogens to, what the food establishment deems, an acceptable level. An acceptable level is determined by the individual food establishment and should consider what and for whom they are producing.

In Foodservice, traditional microbial testing is relevant but not always used. As a replacement ATP testing using a swab and a testing unit can be used to determine the cleanliness of the surfaces. This is not a measure of microbial contamination but indicates if a surface is sufficiently clean and whether it is likely microbial contamination is within the limits required. The ATP test results are expressed as a number of Relative Light Units (RLU's). Each individual food establishment would determine an acceptable “figure” to validate that their establishment is cleaned to an acceptable level. All validation results should be documented.

## Allergen - validation

Allergen validation is testing to ensure that allergens have been removed from surfaces during cleaning or even during any break cleans.

Traditional Allergen testing includes Enzyme-Linked Immunosorbent Assay (ELISA) technology or DNA identification. This type of testing is expensive and takes days to receive results.

There are cheaper, quicker tests available, but these may not be as accurate as the traditional methods. They still give a very good indication if specific allergens are present.

## Absence of Chemical - validation

In some cases, e.g. the production of organic food or if site is using a QAC containing disinfectant you may need to prove that the food contact surfaces are free from chemical. The simplest way of doing this is the application of pH paper or strips to determine that the surfaces are the same pH as the water supply on site. Detergents and disinfectants are usually above or below the pH of water (7) so a test showing a pH above or below pH7 would indicate possible contamination by chemical.

All validation documentation should be kept providing evidence to any external auditors as proof of acceptable cleaning methods.

## Verification

Verification is testing that confirms that the cleaning method being used in the food facility is still working effectively.

The testing can be as simple as a visual check by a competent "auditor" to ensure surfaces are suitable to hand back to production.

The Food Standards Agency has a system called 'Safer Food Better Business' where they advise on the safe production of food which includes correct cleaning methods and provide a template where cleaning can also be recorded as completed (signed off). Example template in 'Signage and Support to Foodservice and Hospitality information' section.

Verification can also be carried out by testing for pathogens, allergens and chemicals. For instance:

- ATP for cleanliness
- Rapid allergen tests for absence of allergens
- pH test strips for the absence of chemicals

How often verification testing is done is determined by the individual facility and is done on a risk assessment basis depending on the type of food being produced and to whom it is sold.

All verification results should be documented and kept providing evidence of acceptable cleaning being carried out.



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