

Cleaning and disinfection

Introduction

1. Your business will need to will have to have proactive cleaning measures in place to remove the risk of Covid-19 transmission for your staff and customers
2. Use this guide to find practical advice to help you get started on cleaning your premises during the Covid-19 pandemic
3. This guidance is designed to be nonspecific and should provide basic information regarding cleaning. Please see attached sectoral guidance which will provide further advice for your business
4. This guidance is of a general nature and should be treated as a guide and in the event of any conflict between any applicable legislation (including the health and safety legislation) and this guidance, the applicable legislation shall prevail.

First Steps

1. You will need to assess what you think are regularly touched points (High Touch Points) in your premises.
2. These might be from a customer point of view
3. For example things to consider are:
 - A. Door handles and push plates
 - B. Light switches
 - C. Credit card machines
 - D. Baskets
 - E. Trolleys
 - F. Self-checkout machines
4. For your employees you should consider the following:
 - A. Work areas,
 - B. staff rooms,
 - C. canteens
 - D. Equipment should be cleaned frequently between uses e.g. coffee machines, tills etc.

How to clean surfaces

1. Use single use cloths which are then disposed of in a safe manner
2. If you do have to use reusable cloths then they should be washed above 60 degrees (90 degrees for food premises)
3. Ensure the following two stage approach is implemented
 - a) Clean down first which removes debris using a disposable cloth
 - b) Use disinfectant after clean down complete

4. Work on the basis that frequent cleaning is best approach to take
5. Frequent hand washing is essential and if this is not appropriate then hand sanitizer should be provided

What Chemicals to consider using

1. Use either a combined detergent disinfectant sanitiser solution at a dilution of 1,000 parts per million available chlorine. This equates to 40ml of bleach to 1 litre of water, unless otherwise stated.
2. Products bearing the EN 14476:2019 standard should have been tested for efficacy against enveloped viruses (although not specifically the virus responsible for Covid-19).
3. You must always follow the manufacturer's instructions on how to use the products safely and properly. Correct dilution must be used to ensure effective sanitization process.
4. You should make up a daily solution of bleach to ensure its effectiveness.

Returned Items from Customers

1. You should keep returned items separate from stock and merchandise. This is to reduce the risk of transmission of Covid-19.
2. Returned items should be disinfected if the surface allows
3. If the material doesn't allow for this then it is recommended that you leave the item for 72 hours

PPE (Personal Protective Equipment), Chemical Instructions and Staff Training

1. You must read the instructions carefully as some chemicals can be harmful to both the user and surfaces if not used correctly
2. The instructions will tell you what PPE you need to wear to safely complete the task
3. You will need to provide appropriate PPE to your employees
4. Staff need to be trained on how to complete cleaning tasks safely
5. Staff should wash their hands after cleaning
6. Remind staff on appropriate hand washing techniques, you may find it helpful to display posters near hand wash sinks
7. Cleaning equipment should be regularly washed to ensure it can effectively sanitize surfaces
8. It is recommended that separate cleaning equipment is used for WC's this will reduce the risk of toxic bacteria being spread into the workplace

Documentation

1. You should write a cleaning schedule to help you and your staff to complete the planned tasks to include what needs cleaning, how often, what chemicals to be used and any necessary precautions and finally who is to do the cleaning
2. You may find it helpful to have a tick sheet for the cleaning tasks that you have done on a daily basis. This will help you to record that you have taken suitable action to reduce the risk of Covid-19
3. A set procedure on cleaning tasks will help your staff be clear on the task to complete

Customer Information

1. Use signs and posters to remind your customers of good hand hygiene and other hygiene measures that you require of them to adhere to whilst in the premises e.g. avoid touching items unnecessarily
2. You may want to provide hand sanitiser for customers coming into the premises

Sectoral Guidance – Small Retail Units

<https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches> - please note that this guidance has been created for England and that there may be items that are not applicable in Scotland.

Sectoral Guidance – Food Premises

You must still also use a British Standard sanitiser, either BS EN 1276 or BS EN 13697.

[https://www.foodstandards.gov.scot/downloads/COVID-19 -
FSS Guidelines for Food Business Operators and their Employees.pdf](https://www.foodstandards.gov.scot/downloads/COVID-19-_FSS_Guidelines_for_Food_Business_Operators_and_their_Employees.pdf)