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MIDDLE EAST

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Welcome to the new normal.

It's been a while since we all stepped out for leisure activities, especially in Dubai. But as time passes and as we continue to flatten the curve, we are embracing the new normal. Carrying hand sanitizers wherever we go, wearing masks, is now part of our daily lives.

With the country and region slowly opening up to embrace tourists, the focus is now on 1. Deep Cleaning before reopening. 2. Consistent cleaning to prevent cross contamination. 3. Under-standing the latest technologies available to disinfect and prevent contamination.

One of the biggest spaces that people will throng in tourist season is the beaches. With everyone having been cooped up indoors - open spaces - despite the heat - will be the go-to place in the country. But, once again, the concept of cleanliness is going to be redefined here as well. Our cover story here highlights this very concept. In association with Fiorentini Middle East, we talk about the importance of beach cleaning, why it should be done and how it helps the economy, how much more important it is in the current pandemic, etc.

This issue we also have a series of articles on reopening of facilities. We talk about what airports, hotels, restaurants, salons, etc in the region are doing to ensure that business thrives while being a safe place for people to visit. Our Laundry Talk series gives you an update on the latest in the laundry industry regionally and globally, while highlighting the latest webinar as part of the Learning Through Dialogue series, where the focus was on the future of Linen Rental.

Speaking of which, our Learning Through Dialogue series is in full swing; we have been organizing some interesting webinars in both cleaning and hygiene and in laundry and linen care and it has been nothing short of enlightening. We have a lot more from where those came.

Till then, stay safe!

Shanti Petiwala
Editor

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UAE's Etihad airlines launches health and hygiene programme

Etihad Airways has launched its 'Etihad Wellness' initiative, an expanded health and hygiene programme as well as customer guide that will build on its existing stringent measures.

The programme will be communicated through an online guide highlighting high standards of cleanliness, health and hygiene being applied at every stage of Etihad's customer journey. This includes culinary hygiene, aircraft cabin deep-cleaning, check-in, health screening, boarding, inflight experience and product, crew interaction, arrival, and ground transportation.

The programme will also be supported by the introduction of trained wellness ambassadors who will provide essential travel health information and care. Etihad will expand the service to include a web-chat option. All wellness ambassadors will undergo training at the airline's training facilities in Abu Dhabi, and online.



Tony Douglas, Group Chief Executive Officer, Etihad Aviation Group, said: "Providing for our guests, and their wellbeing, is one of Etihad's core values, and we have a responsibility to protect them, to keep them fully informed, and to provide even greater levels of genuine warmth and personal care. We must guarantee they can travel assured in the knowledge that we have every aspect of their journey with us covered, while still providing a top-quality travel experience. The Wellness Ambassadors will play an important role in delivering this. For us it is not simply about dealing with a new normal – this level of genuine and

innovative customer care has always been part of Etihad's DNA since our inception."

Over the coming weeks, Etihad will also introduce wellness ambassadors at Abu Dhabi International Airport in partnership with Abu Dhabi Airports (ADAC), ensuring that the same levels of support are rendered at every point of the customer journey through the airport. Upon lifting of travel restrictions in the UAE and resumption of the airline's expanded network of international flights, Etihad will introduce wellness ambassadors onboard, complementing the roles of other cabin crew members.

"The wide-ranging measures we are taking are a strong reflection of those already in place across the emirate of Abu Dhabi. When restrictions are fully lifted and travellers can once again enjoy the best our wonderful home has to offer, they can rest assured their trip will be to one of the cleanest and most well-maintained destinations in the world. This will of course also apply to those transiting onwards through the capital. We are grateful to our partners, including Abu Dhabi Airports, and the Department of Culture and Tourism, for their close cooperation in this far-reaching programme," concluded Douglas.●

Jeddah municipality intensifies efforts to disinfect and sanitize streets, roads and public squares

Municipalities in Saudi regions have stepped up their environmental campaign to prevent the spread of the coronavirus disease (COVID-19).

Jeddah municipality has intensified efforts across 19 sub-municipalities to disinfect and sanitize streets, roads and public squares, along with cleaning green spaces.

The municipality of Najran has intensified inspections of slaughterhouses to ensure preventive measures are applied. Monitoring teams closed

a slaughterhouse for violating the preventive measures and tracked a number of municipal violations, where fines and penalties were applied.●

Eltizam's advances in technology strengthen efforts to beat COVID-19 impact

Eltizam Asset Management Group announced that it found advanced technology to be a boon in its efforts to serve clients efficiently and maintain business continuity in the face of the coronavirus disease (COVID-19) crisis. Over the past 12 months, Eltizam has launched several projects as part of its five-year technology roadmap, which has brought multiple benefits to the company particularly in light of the present global crisis caused by the pandemic spread of COVID-19.

Some of these technology solutions have hugely reduced face-to-face interaction within the company or with clients and suppliers. These technologies include Tafawuq GO, a maintenance mobility solution implemented by Tafawuq Facilities Management, a subsidiary of Eltizam. It is designed to support technicians receive, carry out, and close work orders digitally, without the need to have face-to-face interaction with other staff or physically use

printers, scanners, and other required devices.

Throughout the organization, it also rolled out the next-generation SAP4 HANA enterprise resource planning (ERP) system, which enabled the company's management teams to approve transactions remotely, even through mobile devices in real-time. This has widely reduced the need for printing and transporting documents that require signature. During the first quarter of the year, Eltizam further introduced NESTROM,

an online management system for quality, health, safety and environment (QHSE) inspections which also provided the benefits of paperless and contactless work.

Meanwhile, its e-banking integration has been continuously facilitating the payment of suppliers and service providers through bank transfers. In support of companies and residents adhering to the UAE Government's directives to stay at home amidst national efforts to stop the spread of novel coronavirus (COVID-19), Three60 Communities, a subsidiary of Eltizam Asset Management Group and a leading regional provider of management services to premium residential and commercial communities, has launched 'QuickPay' to facilitate contactless online payment for its customers. The technology will soon be adopted by other subsidiaries of Eltizam group.●



Saudi Arabia cleans and sanitizes 90,000 mosques

After a closure of two months, the ministry of Islamic affairs, call and guidance in Saudi Arabia, and its staff have cleaned and sanitized over 90,000 major and minor mosques across the Kingdom, except in Makkah.

The ministry has made various campaigns appealing to the worshippers to abide by all the preventive measures issued for their personal

safety and curb the spread of coronavirus. Measures include doing ablution at home, hand washing and using sanitizers before going to the mosque and after returning to their homes. The use of masks is recommended and shaking of hands to be avoided.

Reading and reciting of the Holy Quran is advised to be done using personal phones or having a private

copy of the Quran. The ministry has also advised the elderly and those having chronic health issues to refrain from coming to mosques and pray in their homes.

Worshippers are encouraged to get their own mat for prayers and maintain two metres distance from each other.

Children under the age of 15 are

strictly prohibited to accompany.

The ministry successfully carried out the cleaning and sanitizing process in all the mosques in the Kingdom as per world-class standards. The sanitization included 43 million of various sized volumes of the Quran, 6,00,000 Quran cupboards, and repairing and maintenance of 1,76,000 water closets annexed to the mosques.●

Fine Hygienic Holding supports the return of the public and private sectors in Saudi Arabia

As the Kingdom proceeds with the gradual return to operational life, the need increases for both the public and private sectors to provide a healthy environment for its workforce, in accordance with health standards and conditions of social separation set by the Ministry of Health in the fight against COVID-19.

The importance of the cleaning and disinfection services sector in the Kingdom is increasing, and it is necessary to provide the right solutions, services and products for the public and private sectors to ensure a safe setting for employees to return to work, and a healthy environment that promotes consumer confidence.



Fine Hygienic Holding has officially announced the launch of Fine Disinfection Solutions, a dedicated integrated service in the Kingdom of Saudi Arabia, Jordan and the UAE for all companies and businesses navigating the Covid-19 pandemic and limiting its spread. It is also preparing to launch in the Egyptian market later this year.

James Michael Lafferty, CEO of Fine Hygienic Holding, emphasized the importance of a return to normality of the Saudi market, the largest in the region and one of the most vital economic regions in the world, in

line with government directives. Lafferty said: "As a leading player in the global hygiene industry, we are fully aware of our strategic role in the fight against the Covid-19 pandemic. On top of our broad range of retail products that help regional families and businesses safeguard against Coronavirus, we are optimising our expertise in sterilized solutions and products to up the disinfection ante with Fine Disinfection Solutions. It is an ideal solution specifically for companies that plan to resume their work after having worked remotely during lockdown."

The new system includes a wide range of sterilization and cleaning solutions using the latest technologies such as spraying and steam cleaning, within a complete system that provides the highest levels of disinfection, ensuring safe surfaces and eliminating harmful bacteria, fungi, allergens and viruses, including the Coronavirus.

Fine Disinfection Solutions offers a complete treatment, including safe waste management operations and safety instructions, in addition to a post sterilization process. All

work is undertaken by highly trained disinfection professionals sporting the full armoury of personal protective equipment (PPE), including suits, gloves and Fine Guard face masks, as well as a range of Fine products including sterilised paper tissues and no-touch wastebaskets.

All disinfection products are approved by international and local governing bodies, including the Saudi Food and Drug Authority and MEDCERT, an approved German healthcare audit agency set up by the Ministry of Health.●

Arcadia schools awards major contract of ultraviolet technology to Sanuvox

Arcadia schools recently awarded a major contract of ultraviolet technology to Sanuvox, the global leader in ultraviolet air purification. Under the contract, Sanuvox, through its local distributor Oasis Coils and Coatings, will install ultraviolet technology to continuously clean its cooling coils and the air molecules coming through the air conditioning systems in both its primary and secondary school campuses.

Ultraviolet technology is recommended by the ASHRAE, the global organization that sets benchmarks in the field of air conditioning,

to help eliminate the transmission of airborne infectious diseases. In light of COVID-19, sales of UV technology have risen exponentially across sectors.

“This move is the first in a series of investments we will be making to protect our students when they return back to our campuses. This is by far one of the most effective methods in eliminating bacteria and mold in our air conditioning units as well as cleaning the air molecules that comes through our ducts by breaking down their DNA.” said **Navin Valrani, CEO of Arcadia School**, as he promised to leave no stone unturned to protect



the Arcadia community when schools open in Dubai.

“This shows the true commitment of Arcadia’s school towards teachers and student health.

As everyone knows a healthy body in a healthy environment is all we want for our kids to learn, succeed and further contribute to society”, says **Jocelyn Dame, President of Sanuvox.**●

TIME hotels to implement sanitisation protocol across properties

UAE-headquartered hospitality company TIME Hotels has implemented a sanitisation protocol, ‘Sanitised & Ready’ in partnership with global hygiene solutions provider, Diversey.

In response to the ongoing COVID-19 outbreak, TIME Hotels is rolling out the initiative across all of its properties in the UAE, Saudi Arabia and Egypt – with a wide range of intensified cleaning measures and sanitation procedures being implemented throughout all public areas as well as in each individual guestroom.

The enhanced protocol includes detailed infection control, which covers the

disinfection of all hotel transportation, reception areas, elevators, public restrooms and guest rooms as well as all food and beverage outlets and kitchens.

As part of the protocol, all hard surfaces and areas frequently touched and used by hotel guests including door handles, elevator buttons, reception counters and door frames are being sanitised every 30 to 45 minutes, with a dedicated housekeeping assistant assigned to each individual area.

Speaking about the recently-launched service, **Chief Executive**

Officer of TIME Hotels, Mohamed Awadalla, said: “‘Sanitised & Ready’, which fully complies with all government and public health directives, aims to ensure a safe, healthy and comfortable stay for our guests as well as protecting the well-being of our team members.

As UAE preps for its complete and eventual recovery, this initiative is being fully embedded into our daily operations, making all increased sanitisation and cleaning measures standard practice rather than just a precautionary measure.”

As per the enhanced protocol, “an intensified

deep clean, sterilisation and disinfection of each of TIME Hotels’ properties will be completed every quarter, and individual guestroom sanitisation will be completed on check-out of each guest; sanitisers will be available across all public areas, with sanitisation kits included within in-room guest amenities,” Awadalla said.

The TIME Hotels team is undergoing “practical training courses, with daily follow-ups and regular coaching sessions as well as assigning a hygiene officer in every department, to ensure strict adherence to the protocol, Awadalla added.●

UAE's NDT launches disinfection gates to fight COVID

NDT International, a certified and approved disinfection and sterilization services provider in the UAE, has launched disinfection gates to help the country in its ongoing sterilization operations to combat the Covid-19 pandemic.

This innovative 360 degrees walk through technology is fitted with an integrated hydraulic system. As you pass through, the tunnel nozzles spray a disinfectant mist that kills most germs and viruses, including Covid-19. This misting ensures an even distribution of the sanitizing agent across the entire surface of the person walking in; even the most hidden areas.

Omar Alhnaity, Managing Director of NDT International, said: "Our UAE produced eco-friendly sanitizing gates will help prevent the spread of Covid-19. This technology will speed up the process of returning back to our normal lives as soon as possible."

Sanitary gates can be easily installed at the entrance of high-traffic places. NDT International has currently installed their sanitizing gates at entrances at work offices, malls, markets, construction sites, palace entrances and airports. As cleaning experts, NDT International designed these gates to prevent contagion, as it can be used to immediately



break down any viruses or bacteria on clothes and shoes. The gates can also be used to maintain a high level of safety within a company, as it can sanitize the staff at every entrance on a daily basis. The gates are available in all sizes ranging from small

to extra-large. They come with a 1000 litre storage tank, covering up to 15,000 sessions. The approved and certified disinfectant uses 63 millilitres per user in only 3 seconds. They are customisable depending on the customer's demands.●

Accor launches 'ALL Safe Officer' initiative in the Middle East and Africa

The 'ALL Safe Officer' programme, which is scheduled to be rolled out in the coming weeks, will see every hotel appoint a health and safety officer, who will not only ensure cleaning and hygiene protocols are implemented to the highest standards, but will be available to handle guests' questions and concerns.

These specially trained officers are the face of Accor's new ALL Safe Accor Programme – a set of rigorous measures designed to protect and reassure guests that are being implemented at its 300 properties region-wide.

Recognising that consumer priorities have drastically shifted following the global COVID-19 pandemic, programme highlights include tailor-made operating protocols, cleaning products technology and team members training developed in partnership with hygiene solutions specialist Bureau Veritas.

The initiative is bolstered by Accor's strategic partnership with global insurance giant AXA which, as of July 2020, will be providing guests at its 5,000 properties worldwide with free medical support that includes consultations with medical professionals

by phone or in the location where they are staying.

"The safety and wellbeing of our guests is always our priority at Accor and we regularly review and enhance our procedures and services to adapt to new circumstances or as improved technology becomes available," says **Mark Willis, CEO, Accor Middle East and Africa**.

"The COVID-19 pandemic has forced us all to change the way we live, work and stay and as the largest hotel group in the Middle East and Africa, we are taking the lead in reinventing the hospitality experience, introducing

dedicated 'ALL Safe Officers' and a rigorous programme of transparent measures that give guests peace of mind and put their health first, which is what they now value most."

Accor's ALL Safe Accor Programme is all-encompassing, with procedures responding to new consumer behaviours and expectations. The group is also working closely with local authorities in each market where it operates to ensure the strictest compliance with policies and guidelines issued to protect guest health and safety during the ongoing pandemic.●

UAE donates 6.6 tonnes of PPE material to UK

The UAE has donated 6.6 tonnes of material to the United Kingdom that will enable the country to produce millions of items of personal protective equipment, PPE.

The shipment arrived at Heathrow Airport on a special chartered flight on Friday morning and was made up of 6.6 tonnes of melt blown fabric, an essential component of surgical face masks. There is currently a global shortage of the material and its export is restricted from the UAE.

This single consignment will enable the UK to manufacture millions of face masks.

The UAE Ambassador to the UK, Mansoor Abulhoul, said: "We are delighted to be able to assist Britain, one of our closest friends and allies. The UAE is

committed to helping fight COVID-19 wherever it can and has donated aid to 63 countries around the world."

The UAE was able to supply the material because of its internationally-recognised success in curbing the spread of COVID-19. Soon after the virus emerged the UAE retooled factories to produce PPE. It also introduced one of the world's most comprehensive testing and tracking regimes – the UAE has so far tested two million people, and intends to test nearly all 9 million citizens and residents.



Careful supply chain management also meant the UAE did not exhaust domestic supplies of melt blown fabric, which is used in the oil industry and is manufactured in the UAE. The UAE is committed to helping the world fight COVID-19. It has sent more than 716 tonnes of medical aid to 63 countries. More than 716,000 medical professionals have been assisted around the world.

In April, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, donated 60 tonnes of urgent medical aid to the UK. The NHS has been given rent-free use of ExCel London, the conference centre owned by the Abu Dhabi National Exhibition Centre which is currently NHS Nightingale.●

IHG rolls out 'Clean Promise' initiative

With COVID-19 changing the industry, it's clear that the future of hospitality will have a big focus on hygiene, cleanliness and safety. With this in mind, InterContinental Hotels Group (IHG) Hotels & Resort has introduced its own company-wide hygiene initiative. Titled 'IHG Clean Promise', the group has partnered with companies such as Ecolab and Diversey to develop science-backed safety measures. The strengthened measures have been designed to

give returning guests greater confidence in IHG's portfolio of hotels.

Hygiene measures include reduced contact at check-in; touchless transactions; front-desk screens; sanitiser stations; paperless checkout; reduction of high-touch items in rooms; additional deep cleaning; social distancing signage and new rulings for F&B outlets.

Alongside these measures, IHG has

teamed with Cleveland Clinic to produce a set of guidelines for hotel teams on returning to work. These guidelines include the deployment of 'Clean Champions' at properties to monitor hygiene levels and help make guests feel comfortable in the updated environment.

IHG CEO Keith Barr explained: "The future of travel may look different, but a safe, secure stay is fundamental to deliver True Hospitality – and that will never change. By combining IHG's

world-class knowledge and processes, with cutting-edge expertise from Cleveland Clinic, Ecolab and Diversey, we can reassure guests and colleagues that we're focused on protecting their health and wellbeing. This includes looking at where technology can make a difference, deploying enhanced, highly visible and more frequent cleaning measures, and different approaches to food and beverage, all underpinned by our new IHG Clean Promise."●

UAE: Swimming pools to undergo deep cleaning

Based on the directives of Dubai’s Supreme Committee of Crisis and Disaster Management, Dubai Sports Council has announced the reopening of swimming pools and water sports activities in Dubai.

The reopening mandate, however, is limited only to hotel establishments, health clubs/gym facilities, recreation clubs, and residential and commercial facilities. Social gatherings, parties and events are still barred and excluded from the resumption order, along with massage services, spa, sauna, jacuzzi and pool bars. Prior to reopening, all swimming pools in the permitted category will have to undergo deep cleaning to minimise the risk of water-borne diseases and the facilities will also need to get a water quality test done.

On reopening, the facilities will have to make sure they maintain the hygiene and sanitisation requirements



as per Dubai Municipality guidelines, which includes maintaining a regular cleaning regime, water testing, and maintaining the chlorine concentration.

Cleaning and disinfection

They are also required to clean and disinfect frequently touched surfaces and common areas at least once every hour, and shared objects each time they are used (handrails, lounge chairs, tabletops, pool noodles, kickboards, poolside showers, etc.). The

facilities will also have to make sure visitors and pool users maintain safe and desirable etiquette before and during swimming, which means no spitting in the pool, washing their hands more often, covering their sneeze and coughs, and showering - in the side pool showers only - before and after using the swimming pool.

Shower facilities, lockers and changing rooms are permitted, conditional that cleaning and sanitisation

is performed after every use, or at a minimum of once every hour, and social distancing must be maintained at all times. If the operators are unable to maintain the strict cleaning and sanitization regimes, and social distancing rules then these facilities must be closed.

Touchless hand sanitisers

The facilities will also have to install touchless hand sanitisers in all the common areas and ensure that ventilation/cooling and air conditioning systems for indoor spaces operate properly with an adequate intake of fresh air.

The guidelines urge people to refrain from sharing items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face - for example, goggles, nose clips, and snorkels - and discourage people from sharing items such as food, equipment, toys, and supplies with guests from other households.●

Don't forget to subscribe to this exclusive podcast for the professional cleaning & hygiene, community management and waste & recycling industries.



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UNGER launches the Black Series

UNGER is releasing some of its top sellers for window cleaning in a strictly limited special edition. The Limited Edition Black Series will be available from 15th June.

All Black Series products have been optimized and are offered in premium

quality. The ErgoTec window squeegee has been equipped with the exclusive action rail. The power squeegee rubber is suitable for year-round use and has particularly good sliding properties and durability. The ErgoTec washer also gets an improved microfibre cover. The

Power microfibre cover offers 20% greater water absorption than conventional microfibre covers. This makes the glass cleaning tool even more economical to use. The same applies to the UNGER Black Series Power Liquid. The professional window cleaning soap features a

new formula. The Power Formula is particularly powerful and ensures shiny, streak-free results. All individual products are also available in the exclusive Limited Edition Black Series window cleaning set, including a practical 18-litre bucket in exclusive black and with a special logo.●

Nuvola launches stayclean digital assistant to help hoteliers implement new cleaning protocols

Hotel optimization and guest engagement solution provider Nuvola has announced a new StayClean initiative to provide hoteliers with tools designed to support post- COVID-19 hotel operations and enhance the guest experience. Checklists and Checkpoints, the first set of resources now available to prepare hotels for reopening, work together as a digital assistant in managing and implementing new cleaning protocols. Both modules are free to deploy through the end of 2020.

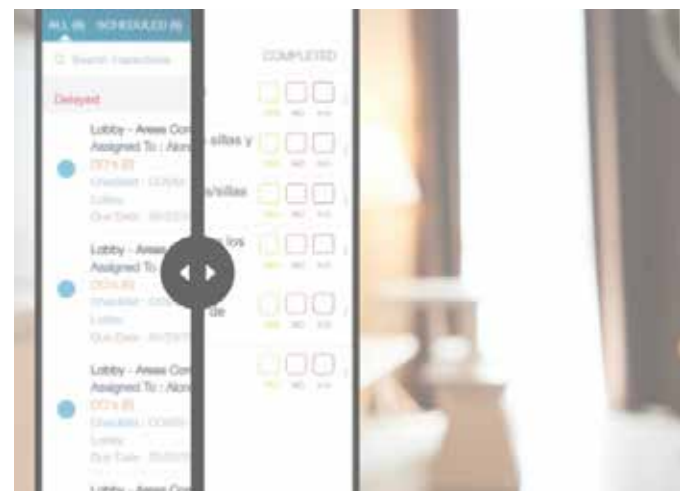
“Aiming to do our part as former hoteliers in helping the industry navigate the new state of travel, we saw the need to develop free and easy to use solutions to assist in the reopening process,” said **Juan Carlos Abello, CEO and Founder of Nuvola.**

“Checklists and Checkpoints is the first immediate solution

we are able to provide hoteliers and their staff as they look for support in maintaining health and safety measures. As we continue to rollout the StayClean initiative, our focus will be on providing digital solutions that enhance the overall guest experience in the new travel climate.”

Checklists, a customizable solution that can accommodate the needs and size of any property, streamlines a hotel’s standard operating procedures (SOP) with new safety protocols and ensures cleaning measures meet all hygiene requirements.

Whether it be a checklist for providing instructions on a new health & safety SOP, a daily lineup, a security walk through, a room inspection, managing cleaning supplies, or otherwise, the program provides a user-friendly desktop and mobile experience for all staff members and



supervisors. To begin using the module, hotels can select a preexisting list provided by Nuvola, upload any checklist from a certified source, or create a new list based on their specific needs.

Checkpoints allows a hotel to schedule and track cleanings using a contactless QR code. Created to serve as a digital assistant, Checkpoints helps staff organize and manage proper sanitization methods of high touch point surface areas and

locations with high foot traffic and ensures that CDC-approved cleaning products are used throughout the hotel where designated.

“We understand that our industry partners are working through a lot of new processes to get their properties back up and running,” continued Abello. “Checklists and Checkpoints is a quick and efficient way hoteliers can ensure they provide a safe and clean environment for their staff and guests.”●

Mood Media launches suite of advanced germicidal protection and cleaning offerings for hotels and other businesses

Mood Media, the world's leading in-store media solutions company dedicated to elevating the Customer Experience, has introduced a new suite of sophisticated germicidal protection and advanced cleaning offerings called CleanShield Solutions. Positioned as an integral part of the 'new normal' that hospitality brands and other companies must now consider when evaluating all aspects of their Customer Experience, the Company has partnered with best-in-class sanitization manufacturers – including PURO™ UV Disinfection Lighting, ACT.Global, Healthe®, Vital VioTM and CrimsonAV – to

offer cleaner and safer environments to businesses that, in addition to hotels, include retail, restaurants/ QSR, healthcare and entertainment venues.

From long-lasting antimicrobial coating solutions including titanium dioxide (TiO2) applications, to electrochemically activated cleaning solutions, to ultraviolet (UV) lighting solutions including fully automated, full-spectrum UV light disinfection as well as Far-UVC light that inactivates dangerous microorganisms while remaining safe for human exposure, to

antimicrobial LED lighting that continuously cleans the environment, to health monitoring systems including hand sanitizing stations and real-time germ-tracking software, Mood's CleanShield Solutions offer hotels and other businesses a variety of innovative, highly effective ways to create cleaner spaces and assure more positive customer and employee experiences.

"As businesses begin to reopen in a post-COVID-19 world, safety and assurance have become critical factors when thinking about the customer experience holistically," said **David**

Hoodis, Mood Media's CEO. "Mood is in a unique position to help businesses across industries because of our history in elevating customer experiences in numerous client categories and our large size and scale. Not only are our CleanShield Solutions a powerful way to sanitize a business environment, but when customers, guests, patients and employees know that businesses are leveraging this technology to maximize their safety, it establishes a higher level of trust and comfort that reflects positively on those brands and ultimately contributes to the overall quality of the Customer Experience."●

Cleaning firms in demand for tips on preventing virus spread in Japan

As life in Japan returns to normal following the government's lifting of the state of emergency over the COVID-19 pandemic, professional cleaning services, which were once overwhelmed with disinfection work, are receiving requests for infection prevention steps.

The Tokyo Pest Control Association, which disinfects hotel facilities and ambulances used by COVID-19 patients, said it had received over 1,200 consultations in March and April from managers of office and apartment buildings regarding what to do when an infected person is found in their



building, prompting a representative to say it became difficult for the group to handle all the work.

However, the number of inquiries decreased from around the end of the Golden Week holiday

period in early May, almost proportionally with the number of new infections. The number of requests for advice in May stood at 71.

The decline in infection cases has instead led to an increase in consultations regarding prevention measures.

Unisons, which disinfected the Diamond Princess cruise ship, quarantined off Japan earlier this year due to a cluster of infections, began a service in April giving cleaning instructions to businesses reopening after suspending operations amid the epidemic.●

Increased cleaning protocols could cost the hotel industry \$9B

Businesses in many industries came to a halt during the COVID-19 pandemic, and hotels were no exception. As the economy reopened and guests started checking in again, hotels quickly realized that sanitization must be held to a higher standard to prevent the coronavirus from spreading. New cleaning protocols to combat COVID-19 are expected to cost the hotel

industry up to US\$9 billion annually, according to a report from Hotel Asset Value Enhancement Inc., Consulting U.S. reports. These costs are linked to increased cleaning of rooms and public spaces, new supply costs, and reopening expenses.

Housekeepers will be focusing on high-touch surfaces, such as doorknobs and light switches. The daily

process to change bed sheets will be revamped and require the use of electrostatic equipment. These new standards will lead to the average housekeeper taking an additional 507 minutes each week to clean guest rooms and 50% more time to clean public spaces. With the cleaning time increased per room, housekeepers will be using more cleaning products,

driving up supply costs 30%.

One-time reopening costs will add about \$30,000 to the budget, with hotels purchasing hand sanitizer stations, plexiglass barriers, new signage, floor markers for social distancing, and other products, according to the report. Learn best practices for cleaning hotels to help keep guests and staff healthy and safe.●

Honeywell to introduce 'Fast' ultraviolet cleaning system for airplane cabins

Honeywell Aerospace, a manufacturer of aviation products, and Dimer LLC announced a partnership to bring an ultraviolet cleaning (UVC) system to airlines that promises to reduce certain viruses and bacteria on airplane cabin surfaces.

According to Honeywell, the UV Cabin System can treat an aircraft cabin in "less than 10 minutes for just a few dollars per flight for midsize to large airline fleets".

"This offering is a big win for our airline customers, which are seeking affordable ways to clean their cabins effectively and quickly between flights," said **Mike Madsen, Honeywell Aerospace president and CEO.**

Honeywell says the UV Cabin System is "roughly the size of an aircraft beverage cart" and has UVC light arms that extend over the top of seats and



sweep the cabin to treat aircraft surfaces.

"Properly applied, UVC lights deliver doses that medical studies find reduce various viruses and bacteria, including Sars CoV and Mers CoV," reads a statement from Honeywell.

However, results vary based on UV dosage and application, and no testing has been done specifically on protection against

Covid-19, said Honeywell. Dimer and Honeywell have entered into a worldwide, exclusive license as part of a strategic partnership for Honeywell to produce, advertise and sell portable UV technology devices for use within the aerospace industry. Honeywell says it is currently in discussions with multiple airlines and service providers for the UV Cabin System.

According to Honeywell, UVC has been used in

hospitals, air and water filters, microbiology labs, and other applications. Most household lamps have between 500 and 700 nanometers (nm) of ultraviolet light. In comparison, UVC refers to ultraviolet light with wavelengths between 200 and 280 nm.

Honeywell says it is accepting orders for the UV Cabin System now with the first shipments coming in July.●

Health experts caution over disinfectants, cleaning methods used in rush to reopen

Businesses across the U.S. have begun intensive Covid-19 disinfection regimens, exposing returning workers and consumers to some chemicals that are largely untested for human health, a development that's alarming health and environmental safety experts.

The rush to disinfect is well-intentioned. Executives want to protect employees while abiding by U.S. Centers for Disease Control & Prevention guidelines (and to avoid liability). Pre-pandemic, corporate cleaning staffs typically "freshened" lobbies every three hours, sanitized restrooms every four hours and cleaned other areas at night, said **Rich Feczko, national director of systems, standards and innovation at Crothall Healthcare**, which cleans hundreds of hospitals.

That pace has now accelerated. "Our frequencies have ramped up in public places like lobbies and elevators to 6-8 times per day," said Feczko. Restrooms are cleaned every two hours. "Before the pandemic, clients were happy if their trash was emptied and vacuum marks were in the plush carpet," said **Jill Frey, owner of Ohio-based Cummins Facility Services**. Now, customers ask for sanitization and disinfection.

"This is a hazardous proposition," said **Dr.**

Claudia Miller, an immunologist, allergist and co-author of Chemical Exposures: Low Levels and High Stakes. "Cleaners tend to go in with hugely toxic chemicals. We're creating another problem for a whole group of people, and I'm not sure we're actually controlling infections."

Cleaning companies are selecting disinfectants from hundreds on List N, the month-old compendium of products approved by the Environmental Protection Agency to kill the novel coronavirus. Those chemicals have passed tests to show they're effective against the pathogen, but "this doesn't mean that they have been approved because they're considered safe with regard to human health," said exposure scientist **Lesliam Quirós-Alcalá, an assistant professor at Johns Hopkins Bloomberg School of Public Health**.

Limited studies, including on rodents, have raised concerns that some might increase risk of neurological and dermatological problems, as well as respiratory ailments like asthma, or have notable reproductive effects. And while those studies don't necessarily mean the disinfectants are harmful to humans, environmental health experts contend that risks are rising sharply with

the increase in exposure. They also note that there are alternative ways to kill off the virus that carry less potential risk.

"I don't know that I would be using potent disinfectants in an elevator, rather than something like 70% rubbing alcohol," said Quirós-Alcalá. (The rubbing alcohol option is approved by the CDC).

For a small percentage of workers, disinfectants pose an immediate risk, said **Claudia Miller**. Up to 10% of people—including asthmatics, migraine sufferers, those with allergies or immune disorders or suppressed immune systems—may experience symptoms such as memory loss, trouble concentrating, mood swings, irritability, headaches, seizures, nausea and vomiting, she said.

Repeated or extended exposures can lead to neuro-immune sensitization and intolerances to common chemicals, foods and drugs. "That becomes a nightmare for us to deal with as physicians," Miller said.

The cleaning industry has been actively applying new technologies to combat the coronavirus. Merrick Group, a Pennsylvania-based industrial cleaning company now pivoting to disinfect schools, businesses and hospitals, uses a proprietary process

that propels a combination of isopropyl alcohol and quaternary ammonium onto surfaces using a CO2 gun. The no-wipe chemical dries within a minute, and the EPA has pronounced it safe for some food-grade and hospital surfaces.

"If we can spray it in a Hershey's food plant or at a hospital, we can certainly spray it on a school bus," said **Merrick Group President Bob Gorski**. The health care sector, however, is proceeding with caution.

"We're letting the science guide us," said **Geoff Price, co-founder of Oak Street Health**, which treats 85,000 patients in 56 clinics. "There's a lot of new stuff out there, and I think companies are just grasping at different things to throw at the problem, and it's not always fact-based. Existing technologies do the work if they're applied correctly." Oak Street, for example, cleans its patient transport vans with wipes.

In the meantime, commercial landlords can't wait for science, and may be incentivized to choose the cheapest methods, said **Michael Silver, chairman of commercial real estate group Vestian**. "If a business comes up with a great plan, and the landlord agrees, then who's paying for it?" Silver said. "You wonder why anyone would want to go back to work to begin with."●

U.S: Janitors demanding greater protections

Janitors in two major U.S. cities are demanding greater protections as more of the businesses they clean open their doors.

Around 2,500 janitors in Denver and another group of custodial workers in the Twin Cities are holding separate calls for great protections from illness and other rights.

Service Employees International Union (SEIU) Local 26, which represents 4,000 janitors in the Minneapolis-St. Paul area, is asking that the people who clean commercial buildings receive better training, be allotted time to regularly wash their hands during shifts and also have their uniforms cleaned daily. The union also wants the janitors it represents to be kept abreast of any possible exposure to disease, reports Minneapolis/St. Paul Business Journal. More than 100 SEIU



members in the Twin Cities area have been diagnosed with COVID-19 since Mid-March. One of those members, a janitor at U.S. Bank Plaza, died.

Twenty percent of SEIU members surveyed say they aren't being given gloves and two in every five say they don't have

masks, according to the business journal report.

In Denver, a crowd representing area janitors took to the streets and sidewalks demanding "justice for janitors." These janitors in the Mile High City are demanding a new contract that would promise them personal

protective equipment, better wages and healthcare, reports CBS 4 in Denver.

The Denver area chapter of SEIU tells CBS 4 that janitors are keeping the city safe and that they deserve to be appropriately compensated and respected for their work.●

ISSA supports proposed 'Return-To-Work' bonus

ISSA has voiced its support for a U.S. Senator's proposal that the government pay a weekly bonus to people who return to work as the nation reopens.

Rob Portman (OH-R) proposes that people who return to work be paid an additional \$450 a week bonus on top of their current wages as a way to aid the economy's recovery and reduce

incentive to stay on unemployment.

ISSA voiced its support for the proposal, which was made at a Senate Finance Committee hearing, in a post on its website.

"ISSA believes it's critical to have a workforce that's ready to step into their old jobs or newly available jobs as the economy reopens," says **John Nothdurft, ISSA**

Director of Government Affairs. "Senator Portman's provision should be included as part of the next coronavirus response stimulus legislation Congress considers. Cleaning companies and professionals are playing a critical role in maintaining clean and healthy environments for employees and customers. The demand for increased cleaning

and disinfection requires more of these critical workers. This proposal would help fill these essential jobs."

Portman's office has issued a press release in which it discusses the Senator's beliefs that adding the bonus would reduce the number of situations in which it is more lucrative for a person to stay on unemployment than it is to return to work.●

COVID-19 disinfecting services program launched

Planned Companies, a real estate services provider operating in 11 states in the U.S, has launched a "COVID-19 Disinfecting Service Program" for residential and corporate buildings, as well as public institutions, including schools, according to a press release. This new program launches as many facilities are preparing for the reopening of public spaces with COVID-19 cases declining throughout the nation.

In addition, Planned Companies has developed a set of commercial and residential reopening and rapid response guidelines, and a disinfecting procedural booklet as a way to assist clients in responding to a "new normal" of more intensive cleaning and maintenance and to allow building operators to quickly respond to cases of COVID-19 that arise in their facilities. These guidelines include the input of industry

coalitions and reflect the best practices available to combat COVID-19 and other potentially harmful viruses.

"The fast advance of coronavirus raised unprecedented and unexpected challenges for property managers, building owners and operators, and facility maintenance professionals throughout the country," says **Planned Companies President and CEO Robert Francis**.

"Our industry partners will find these guidelines and reference materials particularly useful in preparing their operations for full reopening, as well as for ongoing infection control and prevention. In the end, the goal is to ensure the safety of frontline workers as well as the communities and public they serve."

The guidelines and reference documents, which are available to building managers by contacting Planned Companies, include:



- Rapid Response Protocol for clients to immediately respond to and address a newly diagnosed case of COVID-19 at their site
- Cleaning and disinfecting reopening guidelines for commercial properties
- "New Normal" guidelines for front desk, concierge and security services

"Planning and communication are

important practices for building owners and service providers as individual states proceed with their reopening plans. As we enter this next phase of COVID-19 response, we must remain vigilant in controlling the spread," says Francis. "While we hope any rebound of COVID-19 is limited in the fall and winter, as is quite possible, the lessons learned now have and will prove useful to keeping tenants, residents and guests safe and healthy in both the short and long term."●

U.S based hotel chain becomes latest to boast new infection control practices

Restaurants, bars, movie theaters -- all sorts of businesses across America are re-opening their doors to the public for the first time in the COVID-19 era. Regardless of their previous business model or who they serve, many of these businesses seem to be changing the way they operate upon reopening. For an

example of this, just look to the hotel industry.

Club Quarters Hotels sent out an email to customers recently profiling its new Certified Safe & Clean Program -- an initiative devoted to clean and safe travel.

The first perk the program boasts is the significant

implementation of technologies that replace the need to touch objects. For example, each hotel check-in and entrance into a guest room is "mobile-enabled," which allows customers to enter using a smartphone app. Guests can also control their television using their smartphone and can text for needs or requests.

The company also says it has implemented certified cleaning and disinfecting practices. These practices are taught by the very companies who specialize in cleaning and hygiene standards. The standards are approved by Diversey and certified by Bureau Veritas, which specializes in testing and inspecting hotel cleanliness.●

GOJO expands capacity to meet demand

GOJO is continuing to take significant steps to expand its capacity to meet exponential increases in demand for PURELL sanitizer, soap, wipes and surface spray, as more and more businesses and institutions reopen with a sharp focus on cleanliness and hygiene.

By running its facilities 24/7, working with its existing suppliers to dramatically increase raw materials and component supplies, and by implementing creative partnerships with other companies that have directed bottles and caps its way, GOJO is producing more than two times what GOJO did before the COVID-19 pandemic started across all of its operations.

"We believe the world will forever be changed by this pandemic and we see this translating to a sustained increase in awareness of the importance of safe and effective hygiene practices," says **Carey Jaros, GOJO president and CEO**, in a press release. "This will result in ongoing, heightened demand for our essential PURELL skincare and surface solutions. In service of our GOJO Purpose, Saving Lives and Making Life Better, our responsibility to keep the world healthy and well has never been greater. Expanding our manufacturing infrastructure is one of the many ways we are responding as the market leader in these challenging times."

GOJO recently signed a lease agreement for a facility in Navarre, Ohio, which will be used for storage and distribution. In its press release, GOJO also announces the purchase of a 325,000-square-foot facility in Maple Heights, Ohio. GOJO Maple Heights will manufacture PURELL Surface Spray, which is listed on the Environmental Protection Agency's List N: Products with Emerging Viral Pathogens and Human Coronavirus claims for use against SARS-CoV-2. Demand for the product has been infinite since the pandemic began.

These two new facilities bring the company's Ohio manufacturing facilities to four, including those in Cuyahoga

Falls and Wooster. GOJO headquarters is in Akron, Ohio and the company also has several manufacturing facilities in France. GOJO employs more than 2,500 team members around the globe and is expecting to add at least 200 jobs with these two additional facilities.

"GOJO is an Ohio-grown company whose products, including its PURELL products, are helping us combat the pandemic," says **Ohio Governor Mike DeWine via GOJO**. "These new investments demonstrate the confidence GOJO has in Ohio's talent, which is hard at work producing and distributing critical PURELL products used worldwide."●

World Travel & Tourism Council launches global safety and hygiene stamp

The World Travel & Tourism Council (WTTTC) has launched a global safety and hygiene stamp. This will allow travellers to recognise governments and businesses around the world which have adopted health and hygiene global standardised protocols.

The move has also received the backing of the United Nations World Tourism Organisation (UNWTO).

Eligible businesses such as hotels, restaurants, airlines, cruise lines, tour operators, restaurants, outdoor shopping, transportation and airports,



will be able to use the stamp once the health and hygiene protocols, outlined by WTTTC, have been implemented.

Destinations will also help to award the stamp of approval to local suppliers.

Gloria Guevara, WTTTC President CEO commented: "We are

delighted that UNWTO is supporting the private sector global protocols and our efforts as public-private collaboration is critical to ensure a faster recovery.

"We have learned from past crises that global standard protocols and consistency provides confidence for the traveller. Our new global

safety stamp is designed to help rebuild consumer confidence worldwide."

Destinations have already begun to commit to the scheme, among them Turkey, Bulgaria, Jamaica, Mauritius, Ontario (Canada), Portugal, Saudi Arabia and the Mexican destinations of Baja California Sur and Yucatan.

Concerns remain, however, over how it will be policed because businesses and destinations simply have to share protocols with WTTTC so the organisation can evaluate them. No inspections or validation processes take place.●



A REVOLUTION IN BEACH & ROAD CLEANING

ng. O. Fiorentini SpA is a dynamic family-owned company that has been focusing on the strategy of global growth since inception. The company has made a significant mark in the professional cleaning and hygiene industry with the cooperation of its dealers operating at both national and international levels. In 2014, Fiorentini established its branch for the Middle East region in Sharjah, UAE. Fiorentini Middle East has been spearheaded by Alberto Negri, General Manager, who oversees the company's operations and distribution in the region. The company has distributors across the GCC region and caters to the industrial and hospitality markets in Kuwait, Qatar, Oman, Bahrain, UAE and Saudi Arabia.

Product portfolio

Fiorentini Middle East boasts of a wide range of floor cleaning, beach cleaning and road sweeping equipment that boast of Italian expertise. Each equipment is manufactured according to UNI EN ISO 9001:2000 standards and is in compliance with the latest environment and safety regulations. The company constantly monitors demand in order to supply the right solution for its resellers' every requirement, taking extreme care across the trading and delivery processes. Alberto says, "Constant interaction with our factory allows customised machines to reach the market."

Apart from this, Fiorentini Middle East has signed strategic partnerships to distribute several innovative products for a variety of sectors in the region. One of the brands is CFC Beach Cleaning Machine - an Italian company that manufactures high-quality, innovative beach cleaning machines. An ideal solution for hotels, municipalities and any kind of beach, the machine not only cleans and filters the sand but also sanitises surfaces.

And, this brings us to the revolutionary Tapiro - a multi tasking machine that has redefined beach cleaning with its multi-functionalities.

Redefining beach cleaning

A clean beach is essential to provide visitors a pleasant experience. However, it requires a concoction of the right techniques and equipment to maintain cleanliness in a place that is open to people from all walks of life. Beach cleaning comes with its own set of challenges, and the right machine can help overcome these with ease.

Whether it is a public beach, municipality, a private beach owner or a resort, it is important to deploy a multi functional machine, which can clean, sanitize, disinfect and level the sand. It is not feasible to invest in different machines or hire different companies for all these tasks. An all-in-one option is the most economical. This is where Tapiro CFC proves to be a problem solver. It is a multi tasker. A customer has the option to add the following features to the Tapiro

- Pitchforks for pallet lifting.
- A bucket that can easily move the sand.
- A front and back rake for collecting seaweeds.
- A compact shovel that can be used to level the sand.
- A sanitiser and hydro cleaner embedded in the machine achieves the gargantuan task of cleaning and sanitizing.
- An arm excavator - an added functionality to make small excavations.
- The CFC Tapiro's drill which makes it easy to manage beach umbrellas placement.
- A harrow ripper which can be used to soften hard sand.
- In addition to these, CFC Tapiro boasts of the following features:



- It does not operate on wheels, but by truck. This is a big advantage because no matter where it does, it will not get stuck in the sand.
- The cleaning system is different from any machine available in the market. It has a vibration system in place that can be utilized to change the capacity of the filter from small to medium to large. This makes it possible to remove even the tiniest bits of pollutants from the sand - cigarette butts, shells, stones of any size, to name a few.
- The machine is flexible enough to be used in dry and wet sand.
- Tapiro is a sand cleaner; it's usability is not restricted to a beach.

How end users should choose a beach cleaning machine

Alberto recommends end users to consider the dimension of the beach prior to choosing the right machine to clean it. Mostly, end users end up buying based on their budget, which is understandable, but budget should not be the only parameter being considered here. Sometimes people end up investing more in big machines when they could even do with a small one. Therefore, it becomes important to do the correct selection of the model based on the size of the beach.

Secondly, you need to weigh the benefits a particular machine or brand is giving you. You need to see if the machine requires repeated heavy investments. For example, in CFC Tapiro, if you need a filter for weed cleaning, need not invest in the whole machine. You can choose to buy only the filter, as per your requirement.

Tapiro is available in different models - Baby Tapiro, Sprint Tapiro, Speed Tapiro and Big Tapiro. Out of these, Baby Tapiro is walk-behind and covers 2,500-3,500 sq.m/hour. It is ideal for private beaches and hotel/resort beaches. The other models of Tapiro are ride-on (Sprint Tapiro being the smallest ride-on) in the league. Big Tapiro is for public beaches which are larger in size (particularly those owned by municipalities).

However, Alberto considers the Speed Tapiro to be the best because of the diverse filters that can be used in it.

Towards road sweepers

Road sweepers do extremely valuable work and are a fairly common sight in many countries, clearing our streets of dust and debris. They are an essential part of everyday life, keeping our roads aesthetically pleasant and safe. They may not be held in the highest esteem by commuters and pedestrians due to their slow speed, but sweepers are an essential piece of machinery that classify as one of the fundamentals of many local authorities' fleets of municipal vehicles. Despite many



cuts being made to local authorities, the industrial cleaning sector has largely not impacted negatively from this.

Earlier, road sweepers would only interest the municipalities. But, now times have changed. Many commercial businesses are now employing such vehicles for their own private roadways and access roads as well. They either clean with brushes or with air.

Fiorentini Middle East has revolutionized road sweeping technology with its exclusive road sweeper AF6000! AF6000 Fiorentini is a conventional road sweeper with a brush and uses jets underneath the vehicle body to spray water onto the road surface.

However, what sets it apart are the following features:

- As far as the average motor is concerned, AF6000 road sweeper is powered by a Mercedes diesel engine, which provides the best performance and emission, owing to the emphasis Fiorentini places on the protection of the environment and people's health.
- AF6000 is one of the most favoured models of road sweeper; this type operates using two spinning brushes at the front to remove litter and a cylindrical brush near the rear of the vehicle, which deposits the detritus into a storage hopper. A pair of water jets underneath decrease the amount of dust and dirt emitted into the air during the procedure. In some situations, the cylindrical brush will be replaced by a nozzle for a more accurate clean and a disinfecting bar as well.
- AF6000 road sweepers promote safety - whether it's a small piece of glass or a shard of metal, damage to tyres is one of the most common causes for car breakdown in all roads. Although



you may not realise it, getting rid of dust and debris on the roads and streets can massively decrease the amount of road accidents that happen.

- AF6000 does more than just ridding the earth of dirt and debris. Its work goes a long way to protect water resources, prevent floods, and remove pollutants that could damage the health and well-being of the community.
- AF6000 Fiorentini focuses on more than just cleaning. It ensures hygiene, cleans the air and therefore reduces emissions in terms of particles and CO2.
- It has 4 shock independent absorbers, all hydraulic.
- It is the only sweeper in the world capable of combining manoeuvrability, affordability, reliability and speed, offering truly superior sweeping quality.
- It has been designed to sweep both urban and industrial areas, such as cement works, construction companies, grocery markets, ports and airports, guaranteeing ecological and efficient operation in all settings.
- The AF6000 cab has a large window to allow the operator to work at his best and the controls are simple and intuitive.

Thanks to Fiorentini's consistent focus on the urban environment and road cleanliness in general, AF6000 road sweeper is the ideal solution for all municipal enterprises and cleaning companies that place particular emphasis on citizen well-being and the urban environment. The AF6000s are silent, offering superior performance and environmentally friendly features, which offer numerous advantages:

- Extremely easy to use, great manoeuvrable: AF 6000 Fiorentini is for cleaning narrow alleyways, historic centres, squares, markets and parks
- Adaptable to various urban applications, such as pavements and car parks, as well as different climate and seasonal conditions.
- Noise reduced to a minimum
- Maximum operator comfort: AF 6000 offers a spacious cabins fitted with simple, intuitive commands

Training operators to use these machines

"Our relationship with the client does not end with the sale of the machine, rather it starts," says Alberto. Ofcourse, people need to be trained to use these machines and for this, we provide maximum support.

Branch support

Fiorentini Middle East prides itself on the support it offers its distributors in the region.

Its branch office, based in the UAE, doesn't sell its products directly in the market. Alberto is constantly in touch with the company's distributors and visits various countries in the region time and again. Fiorentini ME offers its distributors pre- and after sales support. In terms of pre-sales, Alberto sometimes accompanies his distributors to meet clients. After-sales support is effective with optimal timing and functionality in line with the customers' requirements. Assistance is provided with emergency mobile service operations throughout the country within 36/48 hours after a call has been received. A technician from Fiorentini also makes monthly visits to distributors and sometimes even end users to train their technicians and operators in the use and maintenance of the equipment.

Finally, the company has in stock important spare parts and few machines at its warehouse so that customers are not left waiting for long. An accurate warehouse management system allows for shipment of spare parts 24/36 hours from the time the request has been made, while also allowing easy control and record over input and output. This method permits a quick handling and shipment of orders. "Our portfolio is that of a main office – the only thing we do not do is manufacture or assemble the machine. Such a standing in the market ensures that our distributor gets direct support from a branch that knows the market and current trends," concludes Alberto.●

“When fighting a highly contagious virus like the one we are facing now, we need specially trained disinfection technicians to clean and disinfect our public areas using special tools and equipment and high-level surface disinfectants.”

*Michael Nicholas, General Manager,
Tafawuq Facilities Management*



“ *Cleaning and disinfecting have always been important in protecting our communities from contagious diseases and infections caused by viruses, germs, and bacteria. The pandemic has only put more emphasis on their significance as a vital part of safeguarding public health.* ”

Cleaning and disinfection lies at the core of every facility and workplace in the current times. Even when we succeed at defeating this pandemic, the importance of these concepts will remain heightened. **Michael Nicholas, General Manager, Tafawuq Facilities Management**, talks about these concepts, client perception and a lot more!

Cleaning and disinfecting have always been important in protecting our communities from contagious diseases and infections caused by viruses, germs, and bacteria. The global coronavirus pandemic has only put more emphasis on their significance as a vital part of safeguarding public health. When fighting a highly contagious virus like the one we are facing now, we need specially trained disinfection technicians to clean and disinfect our public areas using special tools and equipment and high-level surface disinfectants. Even when we defeat this pandemic, we believe that authorities will continue to heighten the cleaning and disinfecting activities in our communities as part of our current and future reality.

The end user's perception of disinfection before COVID-19

All of us know that sanitation and disinfection are vital even before the novel

coronavirus disease (COVID-19) struck. But, admittedly, the awareness level shot up along with the demand during the pandemic. We've seen the demand surging across the UAE following the implementation of precautionary measures. This is not unique in our country as other nations have been making sure that public areas and their surroundings are safe and free from the virus. Disinfection services are now among the priorities of many end-users.

Client expectations today

Client expectations today are higher, because awareness levels are higher, which is expected considering the current global health situation. However, we must understand that while disinfection is crucial, it is not the only way to stop COVID-19 in its track. A confluence of equally important factors should be observed as well such as washing our hands often, avoiding non-essential trips, observing physical distancing, and the like.

We assess each client's individual requirements to understand the unique needs of their projects. We strive to temper unrealistic expectations with thorough discussions of our services and situations in which our solutions are the most appropriate and effective. We also recommend the best possible service based on their requirements and facilities.

Does disinfection put the cleaning staff at risk?

Considered front liners, the cleaning staff are at a higher risk of being exposed to the virus. This is why key measures should be in place to ensure their health and well-being while doing their job. One of the measures is to make them undergo proper training on how to stay safe and avoid the risk of exposure during these times. For example, they should know how to avoid contamination and what safety protocol breaches they should look for to reduce the chances of exposure. Another is to provide them with additional personal protective equipment, gloves, and other gears. Likewise, they should also undergo regular medical check-ups to monitor their health status. They should be aware of all safety measures to protect themselves, their families, and their colleagues.

How the cleaning staff can be trained

In any organization with a large workforce, it is critical to make any learning and development initiatives systematic, through curriculums, training mechanisms and set frequencies. This is the only way to achieve consistency of service quality across large project portfolios.

Enhancing your usual training curriculum and aligning it to BICSc standards, by focusing on raising awareness and enhancing skills to specifically focus on disinfection is the key.

Train your housekeeping staff on the crucial and critical areas which ensure disinfection. Operate each disinfection session as a confirmed case, using disposable coveralls, disposable shoe covers, and disposable hand gloves which should at the end of each day be disposed of by an approved medical waste company.

New innovations like robots, steam technology, UVC, Nanotechnology are also important innovations that are highly crucial during our current situation. They help reduce face-to-face interactions while speeding up and increasing the efficiency of cleaning and disinfection services. And training staff in their proper and effective use is extremely important.

The aspects of disinfection

Property end users should focus on disinfecting high-use/high-touch areas such as door handles, computer keyboards, etc.



In terms of what to use, end users should always look into the type of disinfectant being used, the health authorities have provided the public with the list of approved disinfectants as well as an approved service provider list, of which they undergo a long process to ensure the service is per standards.

Tafawuq FM's services

Tafawuq has been using the best disinfectants and disposable materials that meet the highest level of safety. We have further enhanced our sanitation services by making use of the latest technological innovations.

Part of our response to the COVID-19 pandemic is introducing new sanitation and disinfection services for homes and various communities. Our new disinfectants are non-toxic because they are made of natural and organic chemicals. They can eliminate viruses and bacteria in one minute up to five minutes.

The effectiveness may last up to 10 days, depending on the user's requirements. Our products, which have been approved by the Public Health and Safety Department of the Dubai Municipality and other health authorities, are attested to have no health impact on both humans and pets. Further, they are effective in disinfecting coronaviruses such as SARS, MERS-cov, and COVID-19.

Through our new sanitation and disinfection services, we aim to contribute to the country's efforts to maintain the cleanliness of our surroundings while, at the same time, ensuring the health of our team and the public by using fogging technology and disposable materials.

Tafawuq also makes use of advanced technologies to better serve our clients no matter what the circumstances are. We have implemented technologies like Tafawuq GO, a maintenance mobility solution, to support our technicians by enabling digital transactions without the need for physical interaction. As this is purely digital, the solution also eliminates the need for our staff to use printers, scanners, and other devices.

Another is the rollout of SAP4 HANA enterprise resource planning (ERP) system,



which allows for real-time and remote approval of transactions done using any device, even through mobile devices. This has widely reduced the need for printing and transporting documents that require a signature. Additionally, our parent company, Eltizam Asset Management Group, has deployed NESTROM, an online management system for quality, health, safety, and environment (QHSE) inspections which involve paperless and contactless processes. We have also facilitated payments through our e-banking integration feature.●

About the Author:

Michael Nicholas is the General Manager of Tafawuq Facility Management. He is responsible for overseeing and supervising the key operations of Tafawuq, an established facilities management (FM) in the UAE.

Since 2016, he has been delivering results through his relentless focus on employee engagement and customer satisfaction. This commitment is fueled by his drive for continuous improvement to attain the company's operational and financial goals.

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When it comes to understanding how to fight against a pandemic like the current COVID-19 outbreak - understanding the virus, its qualities and specifications, and how it can be killed and further contamination can be prevented is extremely important.

Clean Middle East has tied up with the Global Biorisk Advisory Council (GBAC), a Division of ISSA, to bring to the region a unique course on becoming Microbial Warriors™.

TO KNOW MORE ABOUT THE
COURSE AND ITS KEY FEATURES



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www.cleanmiddleeast.ae



TIME TO TRAVEL

HOW AIRPORTS ARE REOPENING POST COVID-19

The COVID-19 has been a pandemic like none ever. It has impacted supply, demand and the entire global economy. It has led the world to a 'new normal', which places hygiene and infection control over everything else. Today, as facilities gear up to 'reopen' after the pandemic, their operations and perceptions have changed altogether. And, airports are no exception. Travel restrictions may have started easing up, but there is an undeniable monster out there, and travellers need to be protected from it. The onus of this mammoth responsibility lies largely on the airport authorities.

The entire GCC region is home to some advanced and breathtaking airports, including Dubai International, King Abdulaziz International, etc. These facilities, once abuzz with high footfall, are more or less empty due to the COVID-19 pandemic. It is expected that GCC airports' traffic will be cut by 59 million passengers - around one-third - to 115 million. The number of flights will also experience a similar decline – down 360,000 flights - or one-third of the total - to approximately 700,000 for 2020.

Preventing contamination

Once travel resumes, however, airport authorities will play a critical role in reviving the missing buzz of the airport and regaining traveller trust. When travel restarts in full swing, travelers are expected to display different behaviors and habits for preferred destinations, health and hygiene preferences in airports. Already, many GCC airports have adopted new screening procedures and sanitation initiatives, although in the short term this has meant increased costs without any corresponding rise in traffic.

Considering enhanced hygiene, cleaning & disinfecting requirements and adjusting the number of staff allocated for cleaning based on flights and passenger volume, **Initial Saudi Group** has implemented significant new measures for The Riyadh Airport: Terminal 05 (Domestic), 01 & 02 (International) and offices buildings.:

1. Hand-washing facility with running water and soap.
2. Provision of alcohol-based hand sanitizers.
3. Maintaining physical distancing between employee and passenger.
4. Dedicated team assignment for the disinfection of each premises (Immigration Counters, Luggage and Waiting Areas)

For Muscat International Airport, too, the concept of cleaning and hygiene has completely changed



Salim Ali Hamad Al Harthi
GM Aviation, Muscat International Airport

- in fact it has become a priority. "It is now essential that each and every area of the airport is disinfected more frequently. To achieve this goal, it has been necessary to implement new cleaning methodologies, such as fogging disinfection, as well as the training and awareness of the cleaning staff to ensure that each area and corner of the airport is disinfected, and thus avoid infected objects and therefore transmission to passengers and airport staff," says **Salim Ali Hamad Al Harthi, GM Aviation, Muscat International Airport.**

Ensuring the safety of cleaning staff and travelers

The most important step in operating a post-pandemic airport is to ensure the safety of the cleaning staff, and this comes with proper awareness. It is essential that the staff understands the symptoms of the virus and how it is transmitted. This knowledge is essential for them to avoid being infected and to apply an effective approach towards cleaning and disinfection.

The safety of the staff starts from their accommodation, where strict measures of hygiene must be implemented. These include social distancing, appropriate PPE usage and disposal, continuous temperature checks, isolation protocols in suspected cases and close contacts.

Habib Ahmed, Chief Operating Officer, Central Region – KSA, Initial Saudi Group,

shares interesting measures being adopted to ensure staff and traveller safety:

- Before each shift, the staff is tested prior to reporting the site.
- At the site they are briefed about the usage of masks, gloves & sanitizers in detail. They are also reminded to maintain appropriate social distancing while executing any task.
- Passengers signs are in place with MOH guidelines in all facilities including seating chairs, check-in counter, boarding gates, and elevators to avoid infection transmitting.
- Adequate numbers of hand sanitizer stations



Habib Ahmed
COO, Central Region – KSA
INITIAL SAUDI GROUP



Edy G. Zougheib
Project Manager, Riyadh Airports
INITIAL SAUDI GROUP



Romiz Uddin
Projects Lead, Riyadh Airports
INITIAL SAUDI GROUP

are available throughout the airport with noticeable signage for passengers and staff members to be used frequently.

How is cleaning staff trained?

- The airport cleaning staff must be trained on the following parameters:
- Awareness about to COVID-19 and how it spreads.
- Proper usage of personal protective equipment.
- The hotspots to be disinfected.
- Education about workplace safety and social distancing.
- Reporting of COVID-19 symptoms.
- Disinfection and cleaning processes to be followed.
- Personal hygiene.

Daily briefings and regular training for everyone (cleaners to managers) are a part of the routine at the Muscat International Airport, to ensure that everyone is aware and rows in the same direction. “A solid knowledge of the virus is essential to effectively combat it,” says Salim Ali Hamad Al Harthi.

Main hotspots to focus on

- Information desks
- Check-in counters
- Immigration counters
- PBS systems
- E-gates
- Seating chairs
- Washrooms
- Escalator & elevator railings
- Screening trays
- Doors
- Boarding gate
- E-boarding

- Passenger waiting areas
- Luggage trolleys
- Travellators

New technologies and exclusive hygiene measures

Habib Ahmed, Chief Operating Officer, Central Region – KSA, Initial Saudi Group, along with Project Manager for Riyadh Airport, Edy G. Zougheib and Romiz Uddin, Projects Lead Riyadh Airports have made use of various cleaning equipment that have helped reduce staff’s feet on the ground and also brought efficiencies. For disinfection, they have recently identified the right technology to be utilized soon.

In addition to this, a designated disinfection chemical has been in use for all the facilities in the terminal and recommended EZ alcohol-based sanitizer sufficiently in place for both employees and passengers. N-95 masks have also been used for high traffic facilities such as the GID screening area.

The new challenges

- Restoring customer confidence in travel by ensuring it implements social distancing and conducts thermal screening and Covid-19 testing.
- The airport operator also said that it will carry out stringent deep-cleaning and sanitisation, which will help to ease passengers’ concerns.
- Maintaining social distancing once travel is in full swing.
- Ensuring that the areas are not accessible by anyone during the disinfection, especially while using fogger machines.

However these challenges are expected to be met with some amazing innovations as airports around the GCC head towards the “new normal.”●



DISPENSING CLEANLINESS DURING AN OUTBREAK OR PANDEMIC

In the United States, the total case numbers grow at an average rate of 30% a day.

More than half of the U.S. states have declared a state of emergency, and numerous events have been rescheduled or canceled, including major sporting events and public-school programs. The Centers of Disease Control and Prevention (CDC) is urging organizations and individuals to follow best practices, including practicing good hand hygiene, being mindful of meetings and travel, safely handling food and staying home if you feel sick.

In an age when viruses can quickly spread throughout work, school and other public environments, it's crucial for facility managers to understand the latest outbreak updates and best practices for keeping indoor environments clean during periods of elevated illness. From high-traffic hotel lobbies to school cafeterias and classrooms

to restrooms and waiting areas in healthcare facilities to open office environments, chemical dispensing systems help clean and disinfect surfaces by measuring the right amount of chemical and water required for cleaning and disinfecting solutions.

It's important for facility managers to understand the impact of an outbreak like COVID-19, the role that chemical dispensers play in upholding cleanliness and best practices for selection, installation and maintenance. Likewise, using the proper cleaning tools can help prevent the spread and overall impact of an outbreak.

Preparing for the worst

Unfortunately, there's not a guaranteed way to completely avoid contracting a virus such as COVID-19. In fact, recent projections estimate 160 – 214 million people in the United States could be infected over the course of the pandemic. What's most

concerning is that symptoms can be mild and similar to the average cold or flu, making it difficult for people to realize they're sick with coronavirus before spreading it to someone else.

Wherever people go, germs follow. For this reason, hotels, cruise ships, airlines, schools and universities, offices, retailers, restaurants and healthcare facilities must be prepared. Thankfully, there are several ways to reduce the risk of being exposed to the disease.

Disinfecting Considerations

During an outbreak or pandemic, it's important to pay special attention to high-touch surfaces when disinfecting, such as restroom counters and sink handles, floors, light switches, door handles, desks, office telephones and more. You should also understand the differences between cleaning, disinfecting and sanitizing:

- **Cleaning** removes dirt, germs and other impurities by using soap or detergent with water to physically remove germs from surfaces. Cleaning doesn't always kill germs, but removing them helps reduce the spread of infection.
- **Disinfecting** uses chemicals to kill germs. This process does not always clean a dirty surface or remove germs, but it does kill germs, which lowers the risk of infection.
- **Sanitizing** a surface lowers the number of germs to a safe level according to public health standards or requirements. To sanitize a surface or object, it must be properly cleaned or disinfected.

To promote health and well-being in facilities, clean and disinfect regularly. Surfaces that are visibly soiled, such as food contact surfaces in a kitchen or floors, should be cleaned and disinfected immediately. At minimum, clean and disinfect surfaces to kill germs on a daily basis and more often if cases of coronavirus have been reported in your immediate area. Follow label directions on cleaning products and disinfectants. Most disinfectants require time to work properly, so allow the chemical to dwell on the surface for as long as directed.

It's also crucial that facilities take the right precautions around linens like bed sheets, towels, employee uniforms, patient gowns and privacy curtains. Hospitality and healthcare facilities have a responsibility to clean these items at the proper temperature and with the right chemicals. The EvoClean venturi-based dispenser is an ideal solution for on-premise and industrial laundry facilities, as it eliminates the service and maintenance associated

with traditional squeeze tubes. Dispensing precision helps ensure that linens are cleaned correctly the first time.

The Role of Chemical Dispensers

Manually measuring cleaning chemicals can put employees in harm's way. In fact, the Environmental Protection Agency (EPA) reports that 2.8 million people in the cleaning industry are exposed to potentially dangerous chemicals every day. Improper handling of chemicals can lead to spills which could cause injuries like burns and respiratory problems from fume inhalation. Additionally, using products at the wrong dilution can result in skin irritation and surface damage.

Amid the COVID-19 outbreak, the American Chemistry Council's (ACC) Center for Biocide Chemistries (CBC) created a list of Environmental Protection Agency (EPA) pre-approved products to use against emerging enveloped viral pathogens. However, without proper dilution, these products won't achieve their kill claims. If an employee cleans a surface with an improperly diluted solution, germs that cause illnesses like COVID-19 could continue to survive on the surface for hours.

Keeping staff healthy throughout an outbreak means keeping safety top of mind. To prevent workers from being exposed to cleaning chemicals, and to reduce the spread of harmful germs, facilities can install a chemical dispenser.

Chemical dispensers enhance cleaning effectiveness and productivity by the following functions:

Providing accuracy and safety. Dispensers eliminate measuring guesswork for employees. Closed-loop systems prevent spills and exposure to chemicals by eliminating the traditional and

unsafe "glug-glug" method of measuring product by hand. With each use, systems accurately dispense the proper amount of chemical and water required. By making cleaning and disinfecting easier, these systems can encourage workers to clean more frequently and properly.

Promoting a healthy environment. Chemical dispensers help reduce the spread of germs by accurately dispensing disinfecting chemical according to manufacturer recommendations. Dispensing systems can be used to fill spray bottles for surface cleaning and mop buckets or autoscrubber tanks for floor cleaning. Chemical can also be dispensed into sink compartments for warewashing needs. Using a chemical dispenser to perform these tasks helps a facility reduce the spread of germs and uphold its positive reputation.

Enhancing sustainability and cost savings. When dispensers dose the right amount of chemical, this helps reduce chemical and water use while limiting packaging waste, supporting environmental stewardship and increasing the bottom line. Additionally, it ensures cleaning is done right the first time, improving productivity and reducing labor costs.

Preventing another outbreak. When an outbreak like COVID-19 hits, facilities everywhere are suddenly reminded to clean areas thoroughly. Using chemical dispensers can help promote cleaning regularly and efficiently, helping to prevent the spread of germs and potentially avoid another outbreak.

Dispensing System Best Practices

When considering investing in a dispensing system, it's important to review the system's features as well as tips for installation, training and maintenance. To guide your business when looking for a

dispensing system, consider the following best practices:

- **Determine who will use the system and how often.** A user-friendly interface will simplify training and encourage employees to conduct frequent cleaning. During an outbreak, it's especially important for employees to clean and disinfect on a daily basis, so the dispensing system needs to function without interruption.
- **Make a list of the types of products you use most.** If your business uses numerous types of chemical, you'll need a dispenser capable of managing multiple products without chemical carryover issues. Use a dispenser like Hydro Systems' AccuMax QDV which utilizes technology to channel incoming water to the proper educator, resulting in the right amount of chemical in the water stream. While eliminating the possibility of chemical carryover, the QDV can automatically dilute solutions into spray bottles, buckets and other containers. Additionally, if you use multi-purpose products for cleaning and disinfecting, your dispenser will need to provide multiple dilutions to provide accurate measurements.
- **Prioritize water flow and pressure.** All buildings have different water pressure and flow, and it can vary throughout the day, impacting the dilution of a cleaning or disinfecting solution. Find a dispensing system that is designed to eliminate dilution variance and includes venturi-based units that regulate water flow automatically. Hydro Systems' patented AccuPro Technology delivers accurate dilution regardless of fluctuations in water pressure, ensuring chemical gets diluted even as water pressure rises.
- **Search for a smart system.** Today, some dispensing systems feature technology that offers predictive maintenance, remote monitoring and automated adjustments, including Hydro's Dositec Multi-Washer Systems. Technology that can record and capture data on dispenser key performance indicators, like Hydro Connect, can help an organization understand

how much product, water and energy is being used and track how often the system is being used to meet cleanliness goals. During an outbreak, it's essential for facility managers to have access to this information to ensure loads of laundry and surfaces were cleaned with the proper solution.

- **Select the right area to install the system.** Dispensing systems should be installed in an area that is easy to access and where water is readily available. Search for a compact dispensing system that does not take up valuable wall space.

Most importantly, a dispensing system should be well-suited for current and future needs within the business. Over time, keep up with maintenance by checking on the filter, metering tips and tubing. Replace parts as needed and encourage employees to report any possible issues, such as no chemical draw. Taking these steps ensures that your facility is prepared if and when the next outbreak or pandemic occurs.

Creating a Healthy Environment

Widespread outbreaks and pandemics, such as coronavirus, can have a drastic impact on an organization. From schools to offices to restaurants to retail stores, there are many different facilities that must reevaluate policies and procedures as the virus continues to spread. To promote the health and well-being of employees, building occupants and visitors, every facility must prioritize regular cleaning and disinfection. Having the right tools in place that support health and wellness, like dispensing systems, helps facilities better maintain cleanliness and improve productivity during times of an outbreak. ●



“My passion at work drives me to offer an unbelievable experience to guests for a memorable stay. I believe a smiling personality impacts your team to be motivated. I follow this throughout my work and ensure my staff are happy in what they do. This in turn reflects in happy guests and repeat business.”
- John Manohar, Cluster Executive Housekeeper at J5 Hotels & Holiday Homes



*John Manohar
Cluster Executive Housekeeper
J5 Hotels & Holiday Homes*

Born and brought up in Sri Lanka, John Manohar absorbed the hospitality this beautiful South Asian country is popular for. His culture shaped his childhood dream and urged him to pursue a career in housekeeping. Today, he works as the Cluster Executive Housekeeper at J5 Hotels & Holiday Homes. Let's learn more about his journey.

About you

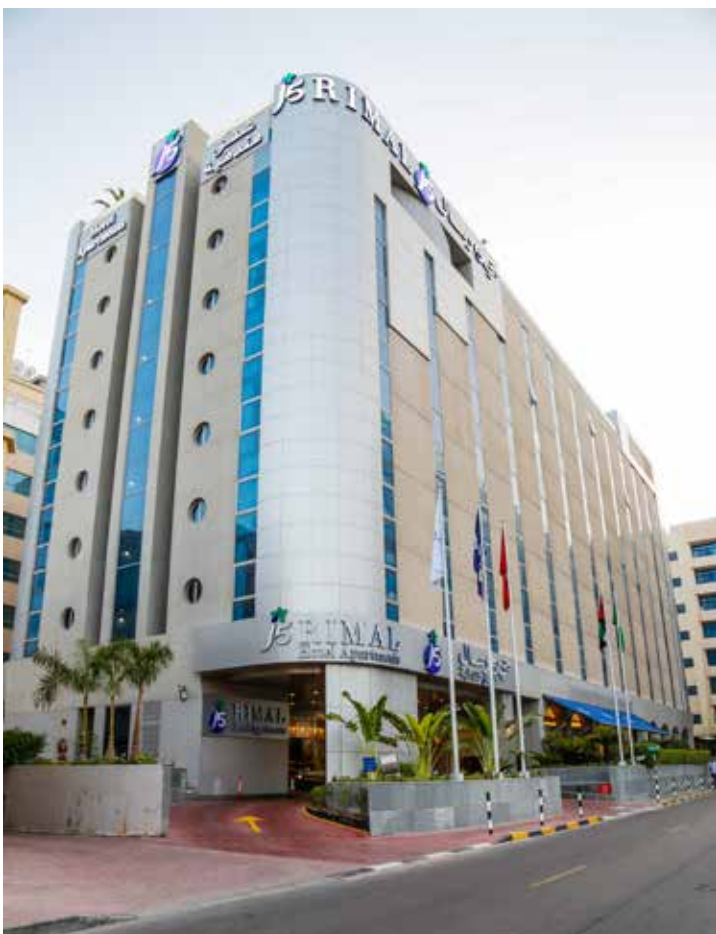
I am native to Sri Lanka, a land known for rich natural and cultural diversity. Growing up in the cosmopolitan city of Colombo, I deeply respect diversity and enjoy working closely with people. My native country is famous for its hospitality, and being a true Sri Lankan, it was also my childhood dream and passion to work for the hospitality industry and this urge made me establish a career in this field. I completed my Higher Education from Wesley College and was certified in a housekeeping specialization course from Sri Lankan Hotel school in 1983.

I am a seasoned housekeeper with 35 years of professional experience in the hospitality industry, out of which I have successfully led teams of diverse professionals for more than 20 years. I commenced my career from scratch with the Hilton Group back in the mid-80s, when tourism was booming in Sri Lanka. Later on, I moved to Saudi Arabia in the early 90s on managerial roles and got the opportunity to work with brands of Hilton and Intercontinental Hotel Group (IHG) in several cities as Jubail, Olaya, Jeddah & Al Khobar for more than a decade. It was in 2006 that I moved to the Emirate of Dubai & joined the Luxury 5 star Resort in Jumeirah, Dubai

Marine Beach Resort & Spa. I was associated with them for 5 years until I joined Chelsea Tower Hotel Apartments on Sheikh Zayed Road, which was later rebranded as Al Salam Hotel Suites. During my tenure with them, I successfully managed 1,271 units with a big team of 79 housekeeping and laundry professionals. I was able to improve the service standards and maintain the quality of the property, which also reflected in their social media scores & ratings. I am currently positioned as Cluster Executive Housekeeper to manage 3 Properties for the Swiss Brand of J5 Hotel groups (J5 Rimal Hotel Apartments/J5 Hotels Port Saeed/J5 Holiday Homes) based here in Dubai comprising a total inventory of 450 units.

What drives you, your career and accomplishments?

Because I am an extrovert and a people's person, I love to work with collaborative teams and get results accomplished. I am always open to challenges in my role and accomplish them with the whole-hearted support to my team. I believe in giving my 100% to the tasks assigned to me and ensure I deliver on time. It is my passion towards my job that has been pushing my career forward.



An accomplishment that shaped your career

I played an instrumental role in the pre-opening hotel of IHG Holiday Inn Olaya, Riyadh, Saudi Arabia. I was responsible for setting up the housekeeping operations as per the established IHG standards & launched it successfully in the allotted time. During my years with Chelsea Tower Hotel Apartments in Dubai, I took it upon myself to bring the right sources of supplies to refurbish the rooms with soft furnishing at 1/3 rd of the budget and convinced the management to get this done. This improved the hotel rating in the booking engines. I always stand for renovating rooms to give a better outlook with minimum changes and maximize the return on investment for my property owners.

The best and the most challenging aspects of your job

My passion at work drives me to offer an unbelievable experience to guests for a memorable stay. I believe a smiling personality impacts your team to be motivated. I follow this throughout my work and ensure my staff are happy in what they do. This in turn reflects in happy guests and repeat business.

On the contrary, the most difficult task in handling the housekeeping operations is to get the desired budgets approved for the upkeep of processes & systems to the required standards. I believe, based on the nature of the job, there is always brainstorming and difference of opinion between finance and operational professionals.

Why is sustainability important to you

As we manage the complete process of housekeeping in the hotel operations, it is important for us to think of sustainability in every aspect of work. We live in a very challenging environment and it is everyone's responsibility to save our precious resources as we do not have a second planet. As the Executive Housekeeper, I always bring in new initiatives to have sustainable chemicals, in room amenities, garbage segregation and other related products in the housekeeping, laundry, public areas, pools and recreations. I always look for products that are self-sustainable and eco friendly. I am a strong believer of the local country's regulations on Go-Green initiatives.

Your work and profile at your current establishment

I currently manage the cluster housekeeping operations for the Swiss Group of J5 Hotels – J5 Rimal Hotel Apartments, J5 Hotels Port Saeed

and J5 Holiday Homes - a total inventory of 450 units. In the capacity of Cluster Executive Housekeeper, I am responsible for day-to-day operations in housekeeping, cost control & maintaining quality standards in the hotels without any compromise. I am the point of contact for the hotels in terms of maintaining the statutory regulations from Dubai Tourism (DTCM), Dubai Municipality (DM) & Dubai Health Safety. I am always involved in the introduction of innovative & cost effective services to the hotel operations.

Your exclusive housekeeping practices

As an experienced Executive Housekeeper, I always maintain my operating procedures for various areas of work. In addition, we have international standards for following best practices by all the hotels. As our properties are concentrated on the long stay segment we maintain a minimum headcount of 60 percent and depending on the occupancy increase, we pair it with experienced outsource manpower through our contracted service partners. In addition to this process, we have outsourced the bed and bath linen on occupancy requirements. Eventually, we shall adapt the total method of rental basis for linen which will have a great impact on the investment of capital expenditure as well as less pressure on inventory and storage spaces. We find this trend is growing in the hospitality industry, justifying to the owners as a brand especially on return on investment

As a general practice, we use the best of the eco-friendly, Dubai Municipality approved biocides to keep the hotel rooms and common areas clean and disinfected. We have weekly special task cleaning, monthly procedures for deep cleaning & quarterly preventive room maintenance processes.

The latest products and technologies in use

I make it a point to keep myself updated and review procedures consistently. Currently, there are several technological advancements happening pertaining to the linen, laundry services, chemicals etc. Considering the current COVID-19 situation, I have introduced ULV fogging machines into our operations. These are being implemented by our in-house staff after proper certified training. Cleaning is the most cumbersome activity in the whole housekeeping function. We find that robots are getting introduced in the cleaning operations. However, I strongly believe that a personal touch to the guest is much more effective than any machine cleaning.

Training provided to the cleaning staff

As part of the operating procedures in housekeeping, we provide on-the-job weekly training to the team and group training as per our monthly training calendar. We also have training from our official partners on a monthly basis on chemical usage procedures and other factors needed for the day to day operations.

Innovations that will help in your cleaning processes

As technology advances, we foresee digital solutions in managing the resources in terms of cleaning the rooms and releasing them to guests. The best way to operate is to keep minimum resources for cleaning and outsource the rest depending on the occupancy during seasonal demands. I can see the future of the hotel business moving towards a completely outsourced model where the service provider provides all in one solution required for the bath and bed in the room. The role of executive housekeeper will be more concentrated towards maintaining quality .

Unique steps being taken during COVID-19

It is a hard time across the world for the hoteliers to welcome the guests again. The travel and tourism economy is struggling and will take its natural time to regain the confidence among the guests to visit hotels/ restaurants again. The mindset of the guests after COVID-19 will be different, and as a hotelier it is the housekeeping function's responsibility to find innovative and hygiene methods to provide a clean room with high quality infection free linen. As a seasoned housekeeper, I have been working on the following:

- Providing eco-friendly antimicrobial treated linen to control the virus, bacteria, musty odour, etc.
- Provide clean and dust-mite free pillows that can be placed on the bed, which prevents the ingress of invisible viruses and bacteria.
- Use antimicrobial characteristic chemicals in the laundry process.
- Use innovative disinfectant paints/ solutions for applying in the rooms, beds, washrooms, etc.

The future

As the demand and supply is not balanced in this region, the competition is too severe for the same type of service offered by the hotel operators. It is becoming a tough situation for the hoteliers to get better REVPAR/ADR, thereby the service quality gets hampered at times. As the world goes through the digital revolution, I expect the changes in the operating model in the years to come.●

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Laundry Talks

by Megha S. Anthony

As the region is opening up, the laundry industry is slowly looking at various strategies that can help them sustain and at the same time continue providing safe and hygienic linen. The Laundry Edition of Clean Middle East's Learning through Dialogue series has provided a platform for the region's laundry market to come together and share information on how one can look at sustaining oneself.

In this edition of Laundry Talks take a look at the new developments and how linen rental has been breaking the taboo that it once carried.

● **Roseate, Launderette offers contactless, fresh and hygienic laundry within 24 hours**

Roseate Hotels & Resorts in association with Launderette is offering its patrons a nouveau, a hygienic and contactless 24 hours laundry delivery service while maintaining the same brand standards.

Guests looking out for alternatives to have their laundry and couture wear processed hygienically while ensuring safe and contactless delivery are in for a respite with utmost focus on safety and hygiene practices through the recently introduced 'Care by Roseate' programme.

The company ensures the best state of art appliances and cleaning products are used for each wash

of couture and special apparel wear but also an unparalleled experience with its new initiatives of 'Care' curated to provide the highest level of hygiene practices and safety standards.



● Unilever Brazil laundry franchise deal may presage new business push

Unilever Plc (ULVR.L) is buying a chain of laundromats in Brazil to be renamed Omo, after the world's No. 2 laundry detergent, in what the consumer goods giant said could be a precursor to other similar deals elsewhere.

The acquisition of unlisted Acerte Group and its chain of 123 franchised laundromats and "express" tailors for an undisclosed sum is part of Unilever's effort to boost its exposure to health and hygiene related areas, the Anglo-Dutch company said.

"The idea is to have the largest franchise in the sector in the country within five years," Eduardo Campanella, Unilever's vice president of marketing in Brazil, said in an interview, adding that the company could quadruple the existing number of outlets.

● Girbau's Sapphire-linked Covid-19 disinfection package is a real gem

Girbau Global Laundry Solutions (Girbau) recently developed and released the Covid-19 Disinfection Monitoring Package (DMP), a module that works in

concert with Sapphire laundry management software to monitor and verify disinfection of washed textiles.

Unique in the industry, according to Girbau, the DMP was invented to address the immediate need for disinfection and hygiene within laundries across the globe. Available on all Girbau washers, the DMP is a result of Girbau's targeted effort to help counter the Covid-19 pandemic and stop the spread of infection.

The DMP module integrates with Sapphire, Girbau's smart, remote management software. Sapphire greatly facilitates laundry management, reporting irregularities and reducing costs and downtime. It also plays a crucial role in disinfection as it ensures compliance with the parameters necessary for proper textile sanitisation and, in addition, allows data to be stored and sent to customers.

"The DMP provides new functionality that helps hotels, care homes, assisted living facilities and commercial laundries ensure their laundering processes consistently comply with world, country or organizational disinfection requirements," said Girbau Global Marketing Director Mike Floyd.

● Linen Rental: Breaking all barriers in laundry

The recent webinar that was held as part of the Laundry Edition of 'Clean Middle East's Learning Through Dialogue Series' spoke about all things linen rental. But before getting into that it is important to note that while there are many crucial factors and cost centers when it comes to operating a laundry and linen service, without textiles and linens, there is no service! And if the textile product doesn't last long as it is used and processed, customer satisfaction could drop and linen costs will increase.

Hence, getting the right textile for a property, especially a hotel, is important. However, buying high-quality linen cannot always be feasible for a property. Hence, came the practice of renting linen.

A trend that has been doing its rounds for a few years now in the region is linen rental and it has to an extent helped laundries provide long sustainable service to hotels. And post lockdown, most hotels are finding linen rental as a sustainable option as well.

Omeir Zahid, the CEO, and Founder of Whirllloop re-introduced the concept of linen rental and how it could be the answer hotels are looking for post the lockdown. Linen rental may have been accepted internationally but in the region, it was not until a few years ago, that the market opened up to the concept. Those who have

tried and tested the concept swear by it, and now most major laundries provide this as a feasible option for their clients in the hospitality and healthcare industry.

Omeir touched upon the fact that the stigma of renting out linen is slowly leaving the region and people are realizing how sustainable it is for the hotels. While he did remove certain misconceptions surrounding linen rental, Omeir also mentioned how rental companies like his, are not compromising on the safety and hygiene aspects of the linen before it reaches the property.

The webinar also spoke at large about the pros & cons of the rental market, and at the same time discussing the technological options that are there to keep track of the linen that is rented out to the properties and serviced at the laundries.

While sustainability has been the keyword of the season, Omeir also says that like everything even linen has a shelf life. He mentions how it is important to look out for the signs when rental companies need to buy new linen.

If you are a housekeeper looking at this sustainable and financially feasible option, then do check out this webinar before making that call and weigh in your options.●



THE DO'S OF QUICK SERVICE RESTAURANT HYGIENE

The importance of maintaining the highest level of hygiene in quick service restaurants (QSR) cannot be undermined. It is not just essential for the health and safety of your employees and customers, but also plays a pivotal role in building the brand image of your restaurant. Hygiene is probably the second most important aspect of running a quick service restaurant; the first being maintaining food quality.

Imagine a customer visiting your QSR, only to find it unclean. They'd leave in a heartbeat.

HERE'S A GO-TO CHECKLIST TO MAINTAIN HYGIENE AT A QSR.

Regular Inspection

Every customer trusts a restaurant that appears visibly clean. As

a quick service restaurant, you should not only be well equipped with cleaning supplies at all times of the year, but also conduct regular inspection of the kitchen, eating and washroom areas. Hygiene levels in the kitchen must be carefully managed to ensure safe food preparation and hygienic handling.

- All surfaces that come in direct contact with food should be cleaned after every task.
- Equipment like cooking range, oven, deep-fryer, freezer, baking sheets, tongs, etc. should be sterilized on a routine basis.
- Common kitchen utilities like cutting boards, blenders, grills, and countertops should also be sterilized daily.
- Surfaces like bar tops,

tabletops, and chairs must be sanitized thoroughly at least twice a day.

- Entrances and exits must be cleaned daily.
- Toilet bowls, seats and restroom floor must be cleaned after every few hours.

A few things to keep in mind to keep the equipment in an excellent working condition:

- Keep switching between the cutting boards.
- Change sanitizing water at regular intervals.
- Regularly clean trash bins.
- Regularly sanitize food preparation areas.
- Clean your equipment.
- Store cleaning items such as wipes, brushes, mops, dishcloths, etc away from food to prevent any contamination.

Ensure staff hygiene

Cleanliness begins at home - in this case, your staff. So, train your staff members about personal hygiene. In fact, for safe handling of customers, the employees should be well equipped with clean clothing, gloves, hairnets and hygienic tools that are necessary for promoting hygiene.

This training should also include some basic guidelines such as:

- Good personal hygiene, including proper and frequent hand-washing before starting work, between tasks, and before working with food products, equipment, utensils, and linens.
- The nails must always be appropriately trimmed, clean, and not have any nail polish.
- The uniforms must be changed after every shift.
- Wear proper headgear and hand gloves while handling food. No dishwashing must happen without the use of rubber gloves.
- Any cuts, wounds, or open sores which the staff members may be injured with, must be completely covered with a waterproof bandage.
- Employees should wear hair

restraints such as hair nets that can help in keeping hair fall under control.

Create your own hygiene checklist

To maintain hygiene standards in restaurants, you must create a checklist of the specific cleaning duties and tasks that have to be performed by the staff members and follow it like a holy book.

A QSR cleaning checklist mainly comprises the tasks related to cleaning and sanitation that is done before the end of a shift or workday. The staff can refer to it to ensure nothing is missed out!

Ensure proper ventilation

Your quick service restaurant must have a proper ventilation system in place for the well being of your staff and customers. It is also important for the safe preparation and storage of food. A poor ventilation system can reduce the efficiency of the restaurants' operations to an unpleasant atmosphere filled with smoke, high heat, steam, and excess moisture.

So how do you go about it?

Either you can go with the traditional HVAC (Heating, ventilation, and air conditioning)

technology system or install a Demand Controlled Ventilation system. A DCV system is more cost effective as it automatically senses the amount of heat, fumes, and other elements in the kitchen and runs only when needed. The restaurant ventilation system should include features like hoods, exhaust fans, makeup air systems, fire suppression, etc.

Why makes hygiene an important factor?

- Restaurants with lousy hygiene are very much likely to fail. No matter how much you hide it, the news about poor health can quickly get out. Ultimately you might end up losing out on your customers.
- Unhygienic food preparation can lead to an unhealthy environment.
- Poorer the hygiene, greater are the chances of cross contamination and spread of disease.

Keeping your quick service restaurant clean could be a big part of the success, if only you do it right. It can help you gain a lot of popularity amongst the customers and also create a large number of brand advocates for you.●





DISINFECTANT TUNNELS: PROS AND CONS

“ A disinfectant tunnel may seem like a good way to discourage the sickness from spreading, but for now, its effectiveness and safety remain debatable. ”

Times are difficult - a virus has literally threatening to decimate the human population in no time. To combat this, many get-safe-quick schemes and safety measures have cropped up. One such solution is the disinfectant tunnel.

Like every solution known to mankind, these tunnels also have their pros and cons. Let's take a look at them.

Pros of Disinfectant Tunnel	Cons of Disinfectant Tunnel
It is an added line of defense against the virus.	It is still untested.
It reduces the chances of the virus spreading.	Its safety has been debated by professionals.
It removes any biological threats that can be passed on to others.	The World Health Organization has not guaranteed the effectiveness of disinfectant tunnels for COVID-19.

A detailed look at the advantages of disinfectant tunnels

- **An added line of defense against the virus.**

A disinfectant or sanitization tunnel is essentially meant to ward off infections and curb the spread of communicable disease by sanitizing the external part of a person. This makes people believe that it will be effective against the COVID-19 that is wreaking havoc throughout the world.

- **It reduces the chances of the virus spreading.**

The disinfectant tunnel works by spraying a solution to kill off germs and reduce the spread of stronger viruses. However, its effect on the Covid-19 virus remains to be seen.

- **It removes any biological threats that can be passed on to others**

Communicable diseases (whether they are as simple as a common cold or as complex as the COVID-19) are easily spread. Therefore, a whole body sanitization may ensure that these diseases are not passed on to others.

- **A disinfectant tunnel cleans the entire body, not just hands.**

Medical personnel have repeatedly advised the public to maintain the highest levels of hygiene to avoid contracting the Coronavirus. People have been instructed to wash and sanitize their hands regularly with a combination of soap and water or an alcohol based sanitizer. The disinfectant tunnel goes a step ahead and disinfects ALL body parts.

- **It is economical to install**

Such new technologies and innovations are often thought to be expensive (especially when an acute shortage of funds grips the market). However, many disinfectant tunnels are extremely economical besides being updated with specialized spraying mechanisms and sensors.

- **Suitable enough for high footfall places**

Public spaces like airports, metro stations, shopping malls, etc., are thronged by a high number of people on a daily basis. In such places, many asymptomatic carriers of the COVID-19 may brush shoulders with others,

increasing the spread of the virus. Disinfection tunnels provide safety against such possibilities.

A detailed look at the disadvantages of disinfectant tunnels

- **Its safety is debatable.**

For a virus that has baffled scientists across the world, using an unconfirmed solution could prove to be dangerous. And, so it is with disinfection tunnels. The disinfectant tunnel has not been properly tested, and has yet to be checked for safety.

- **The safety of chemicals being used in disinfection tunnels is questionable**

The solutions used by disinfection tunnels have been repeatedly questioned by medical experts and scientists. The main chemical being used is sodium hypochlorite, which if inhaled, can cause irritation and lead to severe health issues. This solution is traditionally used to disinfect large water bodies inanimate objects. The effects of spraying it on humans might lead to some adverse effects.

- **The World Health Organization's stance**

The World Health Organization (WHO) has not advised people to install the disinfectant tunnel, which means that no authentic body has so far claimed its effectiveness. In fact, it warns that these tunnels are meant to supplement, and not replace other measures like washing hands regularly, maintaining proper hygiene, wearing a mask, and maintaining social distancing.

- **The human angle**

How humane is it to spray dozens of people with a chemical to ensure that they don't contaminate others - especially when it is not established as the most effective means?

A disinfectant tunnel may seem like a good way to discourage the sickness from spreading, but for now, its effectiveness and safety remain debatable.

So before installing a disinfection tunnel - think of the potential advantages and disadvantages before going ahead with just a good pitch and low cost! ●

MALL HYGIENE AMIDST A PANDEMIC

In the middle of a pandemic, the best thing you can probably do is to maintain the highest levels of cleaning and sanitation. However, in a facility as crowded as a shopping mall, this is easier said than done. Eng. Mohammed Rashid Al Hilaly, Senior Operations Manager, Dalma Mall, Abu Dhabi, talks about maintaining mall hygiene in such trying times.

Dalma Mall is the one of the most popular malls in the city of Abu Dhabi, with thousands of customers visiting the mall daily. Ensuring the disinfection of so many areas is critical to ensure the mall remains clean to eliminate the possibility of the spread of COVID-19.

General cleaning actions

Dalma Mall was one of the first malls that executed an extensive cleaning method as soon as the pandemic began being aired on the news around the globe. All areas of the mall have undergone a comprehensive cleaning, with a focus on those areas that come into contact with customers, including elevators, door handles, escalators, etc.

We are making sure all areas of the mall are thoroughly deep

cleaned and disinfected during closing hours and make it fully ready and safe to welcome our visitors next day. During trading hours, our focus is primarily on disinfection of all touch points and to carry out spot cleaning while also ensuring it won't be inconvenient for or disrupt our visitors. Our disinfection drive during mall trading hours starts right from the entrances itself where the customers pass through the germ killing gateway or tunnel.

Peak hour cleaning

In addition to this, our disinfection crew members are constantly on the move across all common areas during trading hours, ensuring that all potential touch points are repeatedly disinfected. This is done by observing customer movements to avoid inconvenience and to keep safe distance while performing the disinfection job.

Shopping trolleys are being disinfected and kept ready at the collection points to avoid a gathering of waiting customers. Also, all touch points are cleaned even when no customer is present (lifts, ATMs, digital directories, customer service counters, toilet etc).

In case of high traffic at a particular location where the disinfection frequency is due, our operations team makes necessary diversions without affecting the traffic flow to allow the cleaning team to perform the disinfection job quickly.

Precautionary measures

Dalma Mall is proud to say that has put in place multiple precautionary measures, including steps above and beyond those required by the authorities, to ensure that our staff and customers have the best chance of remaining healthy and safe.

These steps include:

- The installation of thermal cameras at all mall entrances.
- Allowing multi-point entry into the mall, using five out of fifteen entrances to avoid congestion at any one point while ensuring all visitors are screened by thermal cameras.
- All entrances of the mall have fully operational germ killing gateways that disinfect customers in 5 seconds using a special misting spray.
- Over 200 hand sanitizers have been placed around the mall at critical points, including inside & outside the mall elevator, customer service

desks, common areas, food courts, etc.

- Permanent distance stickers have been placed throughout the mall common areas to remind our customers to maintain social distancing. We also have stickers in the elevators to ensure they don't become overcrowded.
- All housekeeping staff go through a hygiene and health check daily, including temperature checks. They are also required to wear PPE such as mask and gloves at all times.
- The housekeeping team always ensures that it sanitizes the entire mall, especially at contact points like lift buttons, door handles, etc.

These are the major steps taken, but there are many others as well.

The new challenges

The challenges we are currently facing in disinfecting the entire mall can be summarized in the following points:

- **Sourcing of materials**

As we are ensuring the chemicals and other hygiene materials being used in the mall are ones that meet local and international standards, their sourcing is proving to be quite a challenge. Due to the worldwide logistics delays during the pandemic situation, the suppliers may be unable to deliver the materials on time.

Prior to the effect of COVID-19 in the market, we foresaw this logistical crisis and multiplied our inventory from the available stocks in the market. This arrangement boosted cost effectiveness and gave us ample time to plan materials orders for the months ahead.

- **Maintaining germ free environment**

As the current situation demands

extra measures to make the mall environment fully safe to welcome our visitors, we have introduced stringent housekeeping activities with revised cleaning and sanitization schedules which covers with multilayer methodologies and use of high quality disinfectant chemicals.

- **Proper application**

It is the first time situation we have seen challenges in specialized cleaning applications and proper use of chemicals. To overcome this, we arranged various training sessions for the housekeeping team for specialized cleaning & disinfection and revised the SOPs.

- **Instilling confidence in customers**

By going the extra mile to make the mall environment fully safe and secure, we instill confidence in our valuable customers. For this, we demonstrate the best practices in the industry and make sure our visitors can visually experience the extra measures are being taken by the mall such as germs killing tunnels, hand sanitizer dispensers installed across all common areas, frequent spot cleaning and disinfection of all touch points and hygiene areas by a specialized team, public awareness screens and messages, sanitizing shopping trolleys, issuing safety protocols to the retailers and ensuring strict adherence, providing PPEs to the visitors etc.

- **Retailer's compliance**

It is very important to educate all the retailers and making sure they are following safety measures in accordance with mall requirements. We have developed safety protocols and Do's and Don'ts for the retailers. Our operations inspectors check their compliance on a daily basis.

New technologies in place

Dalma Mall is always looking for new technologies that will help improve the cleaning and sanitation of the mall. One recent technology we have implemented is the Escalator Handrail Sanitization System that continuously sanitizes the handrail of the escalator. It is environmentally friendly, kills 99.99% of all germs and has helped keep the handrails safe for our customers.

The challenges

- Checking every visitor for signs and symptoms of flu.
- Disinfecting every hotspot after regular intervals.
- Maintaining in-store hygiene.
- Promoting awareness among visitors for the new measures in place.

About the Author:

Eng. Mohamed Al Hilaly is an experienced Operations & FM Senior manager who has demonstrated strong business development skills in his history of working in the Operations & Facilities management industry. The 11 years he has spent in the industry was spent working between the UK & UAE. After working in Etisalat for several years, he moved to Dalma Mall in Abu Dhabi in the capacity of a Sr. Operations Manager where he is responsible for personnel development, coordination, and overseeing the execution of tasks and projects in all aspects of operations. This would include housekeeping, security, hard service and all other services throughout the mall. He is also a member of a number of professional associations including IWFM (Institute of Workplace and Facilities Management), IET (Institute of Engineering and Technology) both in the UK & IFMA (International Facility Management Association) in the US.●

CHANGES IN HOW WE CLEAN



Jamal Abdulla Lootah, Group CEO, Imdaad talks about how cleaning has changed since the COVID-19 pandemic and highlights the top steps taken by the company to ensure effective disinfection.

As the unprecedented situation surrounding the novel coronavirus pandemic continues to evolve, the cleaning industry's role in the global efforts to contain the spread of the disease is becoming increasingly important. It is critical to conduct deep cleaning and disinfection at public places and facilities to clean impure surfaces and remove germs. However, the industry is faced with various kinds of challenges resulting from the uncertain circumstances such as the safety of cleaning

professionals who, like other frontline workers such as medical professionals, are at higher risk for infection.

Governments, businesses, and communities around the world have become more aware of the importance of cleaning and disinfection than ever after the outbreak of COVID-19. Studies suggest that the transmission of coronavirus occurs commonly through respiratory droplets and the virus may live for hours to days on surfaces made from a variety

of materials. Hence disinfection has become a mandatory step after cleaning areas at all kinds of facilities. It is worth highlighting that common touchpoints are being attended to frequently, more than ever.

Our comprehensive Disinfection and Cleaning Service that we launched in March in line with our responsibility to help support a safe and healthy UAE has been in full swing.

It is extremely important that disinfection services use the right kind of technologies to disinfect and clean. In addition to the specific equipment, PPE, and carefully chosen disinfectants, our approach to carrying out disinfection usually varies between two main scenarios; preventive disinfection, and the disinfection of areas that have had active cases.

Whichever environment our teams are faced with, we adhere strictly to government guidelines and recommendations at all times.

Over the last three months, the number of government-approved disinfectant companies has grown from twenty to almost one hundred. This increased variety has led to some clients choosing the most cost-effective option over quality products. During a pandemic, price should not be the first consideration; rather, it is important to ensure that the company has the necessary experience and well-trained operators. At Isnaad, all of our team members undergo extensive theoretical and practical training before they are deployed to the field. This helps to guarantee that all work is carried out efficiently and to the highest of standards, and does not pose any risks to our clients and the community.

Many clients believe that simply spraying chemicals on surfaces

is the best and most advanced option for any application; this is not always the case, and should be used as an addition to classic wiping methodologies. These have been proven as highly effective in both healthcare disinfection cleaning and emergency situations.

It is also extremely important to understand that when disinfectants are sprayed or wiped on surfaces, they might be subject to a reaction with existing organic matter. In other words, if a surface is not pre-cleaned, the disinfectant agent can become inactivated and will not provide the required kill of the microorganism.

We have been working with a broad range of customers from quarantine areas to hotels all over the UAE, and our large team of well-trained disinfection operatives has supported the community in its successful fight against the pandemic.

Isnaad has now launched a more holistic product, the Infinite Protection Package, which will continue to help our customers to ensure safe workplaces and living spaces long after the pandemic. The product focuses on a full spectrum of long-lasting protection from harmful viruses and is not limited to just disinfection; it also includes various technologies to guarantee the cleanest environment possible is achieved and maintained.

Our new launch - ViroSheild by Vision Safety - is a fully automatic tunnel, which is equipped with motion sensors, sprays users with a mist that disinfects clothes as they walk through it. The disinfectants and equipment used in the tunnel are compliant with Dubai Municipality's guidelines for cleaning and disinfection and are also safe and environment-friendly. Imdaad has developed two variants, with high pressure and

low pressure disinfection tunnels to fit the different requirements of customers. The heavy-duty variant is meant for industrial fogging, while the low capacity variant is designed to meet the needs of communities.

The biocides and disinfectants that we use are approved by the authority, can eradicate 99.999 percent of germs, bacteria, viruses, and fungi, and are friendly to kids and pets. The odorless chemicals will break down into simple salt, hence no rinse or wash is required afterward.

As always, the safety and wellbeing of our staff and the general public remains our top priority. As frontline staff in the battle against this pandemic, our team members are performing a vital service to the nation and their dedication is truly inspiring. From providing high-quality safety equipment to comprehensive training, we are taking every step to ensure they are fully protected against the risk of infection.

About the author:

Jamal Abdulla Lootah is the Group CEO of Imdaad, a Dubai-based Facilities Management company that is setting new standards in sustainability and innovation. Recognized as one of the region's foremost experts on facilities management, his visionary leadership is central to the company's ongoing success story.

Recently named as the most influential individual in the Middle East's FM industry for the eighth time, Lootah is the Co-founder and President of the Middle East Facilities Management Association (MEFMA). His in-depth market knowledge and forward-thinking approach have helped to establish Imdaad as the FM partner of choice for prestigious clients across a diverse range of sectors.●



What we have learned from COVID-19 and what we already knew

Tatjana Ahmed,
Housekeeping Manager and Regional Rooms Specialist, Grand Hyatt Dubai,



In 2016, I gave a presentation at the International Housekeepers Summit in Mumbai on 'How to Prevent & Control infections' - a topic that has always been close to my heart. The concept of infection control in housekeeping is both logical and a necessity. Here are a few slides from the presentation that tell you why.

Prevention is better than cure

- We know that protecting our employees and guests is our number one priority and that an illness caused through an infection in our hotel will seriously damage our reputation and cost the business millions of \$!
- Dubai is a Global hub and is exposed to risk from travelers. With strong inbound from Asia, Middle East and Far East, the likelihood of spreading infections will be appearing from these countries.
- It is our responsibility to provide a safe environment for our employees and guests,

which includes adequate infection prevention and control procedures.

- Taking precaution and ensuring to have the right tools and equipment to give a speedy response to illness and infections will be key.

Hand washing

- A global survey revealed that 65% "agree" that washing hands with soap and water is something they automatically do – however 26% "somewhat agree" and 8% "disagree".
- Hands are one of the most common vehicles to transport microorganisms – bacteria to high risk products which can be contaminated in a number of ways.
- Lack of hand hygiene in the work place can often, therefore, be the root cause in many cases of sickness.
- Unless bacteria is removed effectively, they are likely to spread from hand to food contact surface,

thereby presenting a cross contamination risk.

- Precaution: Provide anti-bacterial hand wash, sanitizing hand wash gel and hand wash training to all you staff!

80% of communicable diseases are transferred by touch

"Touching food with contaminated hands spreads foodborne illnesses like Salmonella, E. Coli, Staph, and diarrheal infection. Proper hand washing can reduce diarrhea rates by 40%.

Touching the face with contaminated hands spreads illnesses like pneumonia, the cold, and the flu. Proper hand washing can reduce respiratory infections by close to 20%.

Pneumonia remains the number one cause of childhood death

The most critical times for hand washing are before preparing food and after going to the bathroom.

Only 20% of people wash their hands before preparing food Less than 75% of women and less than 50% of men wash their hands after going to the bathroom

Every time a toilet is flushed with the lid up, a fine mist containing bacteria such as E. Coli and Staph is spread over an area of 6 square meters. The area around sinks in public bathrooms is 90% covered in such bacteria.

The recommended washing time for hands is 15 seconds. The ideal washing time is 30 seconds.

- Most bacteria on our hands is on the fingertips and under the nails
- The number of bacteria on our fingertips doubles after using the bathroom
- Most people wash the palms of their hands and miss everything else
- Damp hands are 1,000x more likely to spread bacteria than dry hands
- Only 20% of people dry their hands after washing
- Re-usable cloth towels harbor millions of bacteria. Disposable paper towels are



- the most sanitary means of drying hands.
- Hand washing and hand hygiene initiatives greatly reduce the number of absences, sick leaves, and lost productivity
- A study of Detroit school children showed that those who washed their hands had 24% fewer sick days due to

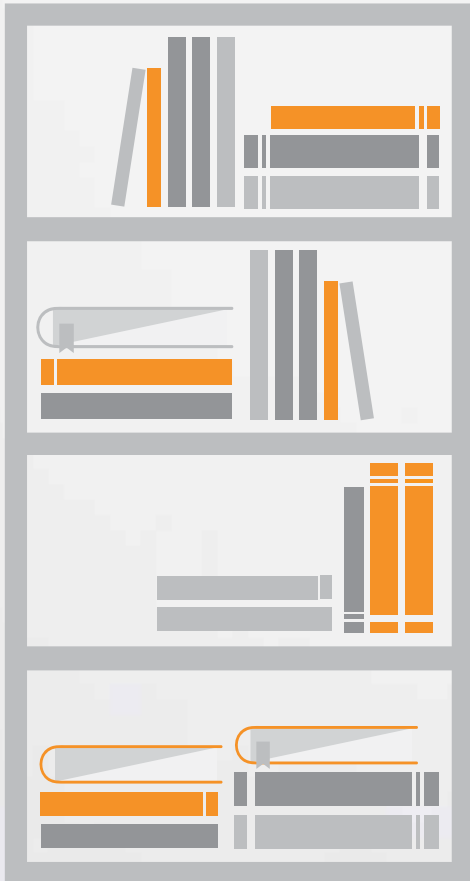
- respiratory illness and 51% fewer sick days due to upset stomach
- In China, distribution of soap in primary schools resulted in 54% fewer sick days
- The use of hand sanitizer in the classroom resulted in 20% fewer sick days across 16 different elementary schools



And yes, the COVID-19 virus caught us by surprise. What we have learned is to adapt fast. It's been an unprecedented time for the entire world. As we pause all our social activities and businesses, we had to quickly adapt to the new normal: face masks, hand gloves, face shields, sanitizers, temperature checks, social distancing, distance learning, home schooling, Tele-Yoga and many other new ways to manage our lives. But, we also learned that health and wellness needs more priority in our daily routine.

And keeping a rigid hygiene regime in our daily agenda, is also something we should have learned by now.●

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Clean Middle East magazine is the only magazine in the Middle East to connect the cleaning & hygiene industry. Having completed 10 years in the market, it is the foremost source connecting manufacturers, distributors and end consumers. It provides information on the commercial and industrial cleaning & hygiene industry covering a wide range of topics including business, technology, products, training, services, etc.

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Life has changed as a result of the 2020 pandemic. Chief among these changes are the redefinition of hygiene and cleanliness. TASKI believes the current hygiene standards must not only be met, but exceeded, to guarantee the safety of everyone.

IntelliSpray technology, newly developed by TASKI, redefines what a mobile cleaning machine is capable of. The multi-nozzle system coats floors or vertical surfaces with disinfectant during the normal cleaning process. IntelliSpray's regulated fine mist delivers consistent coverage for peace of

mind for both facility managers and facility users alike.

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IntelliSpray is available on all new ride-on machines, or as a retrofit option for your existing fleet. For more information go to www.taski.com



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