

Safe at Work: COVID-19 Foodservice Toolkit



We're here to help.

The COVID-19 outbreak has profoundly affected your operations. As consumers practise "social distancing" and stay home per public health officials' recommendations, you have had to quickly adapt business models, whether that means reducing operating hours, shutting down in-restaurant dining, or only offering take away and delivery services.

As the leading global professional hygiene brand, we're here to help. Our professional hygiene knowledge helps keep your employees and customers safe and reassured, both through the immediate crisis and beyond. We've developed this toolkit with our recommendations on how to make hand hygiene a priority in your food service operation. We hope you find the information in this toolkit both relevant and useful.

Thank you for your efforts on the frontline of this crisis, and we hope that you and your staff stay safe throughout these challenging times.

Yours sincerely,

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COVID-19

Hygiene is always of the utmost importance when handling, distributing and serving food. This responsibility has taken on even greater significance for the restaurant industry as COVID-19 continues to spread around the world. To prevent any avoidable pressure on our already strained healthcare systems, we must now serve our communities by taking the necessary steps to protect them from not only foodborne illnesses, but also the novel coronavirus.

COVID-19 can spread in your restaurant between employees and customers through droplets produced when an infected person coughs or sneezes, or through contaminated surfaces or objects. But your foodservice operation can help reduce the risk of a COVID-19 outbreak by reviewing with team members the importance of regular hand hygiene and routine disinfecting procedures with a special focus on the virus that causes the disease.

This toolkit provides you with the resources needed to help reinforce best practices in your restaurant during this outbreak and beyond.



How can COVID-19 spread in your restaurant?



**Through the air
by coughing and
sneezing**



**Close personal contact,
such as touching or
shaking hands**



**Touching an object or
surface with the virus on
it, then touching your
mouth, nose or eyes**

Hand hygiene

If your restaurant continues to operate amid COVID-19, it's essential to place an increased focus on frequent and proper handwashing to protect your staff and customers. Recommendations for handwashing in foodservice operations have only become more critical as a result of the pandemic. Your team should wash their hands after:

- Using the washroom
- Leaving and returning to the kitchen and prep areas
- Taking out rubbish
- Handling cleaning solutions
- Eating, drinking, smoking or chewing gum
- Handling raw meat, poultry or seafood
- Touching the body or clothing
- Sneezing, coughing or using a tissue
- Handling money
- Before putting on gloves and after removing them

Ensure that handwashing stations are always stocked with soap and paper hand towels. Below are resources to reinforce proper hand hygiene techniques within your foodservice operation.



Resources

Handwashing procedure

Wash your hands with soap, water and paper towel

For more information visit www.tork.co.uk or www.tork.it

Handwashing procedure

[Download](#)

Hand rub procedure

Disinfect your hands

For more information visit www.tork.co.uk or www.tork.it

Hand rub procedure

[Download](#)

Tork Clean Care Hygiene tips for food service staff

Wash your hands!

Once every hour - to compensate for occasions you may have missed

5 steps for effective handwashing

1. Wet hands and arms
2. Apply Tork soap - the foam is dispensed enough to cover both hands
3. Scrub hands and arms vigorously for 20 seconds
4. Rinse hands and arms thoroughly with water for 10 seconds
5. Dry hands and arms with a single use Tork paper towel

Hygiene tips for foodservice staff

[Download](#)

Hygiene beyond handwashing

Personal hygiene is crucial when working with food and especially during the COVID-19 outbreak. While proper hand hygiene is critical, other aspects of personal hygiene should also be considered.

1. Hair should be covered when preparing or handling food and tied back when serving.
2. Change work clothes daily. Staff should not use their work clothes outside of the facility, and machine-washable garments should be washed with hot water to kill any bacteria or viruses.
3. Do not wear jewellery, wristwatches or nail polish. If employees' skin is cracked or wounded, they should use gloves when handling food.
4. Towels can harbour unwanted microbes that can easily transfer to food either directly or via hands. If towels are used, ensure these are washed frequently and replaced if visibly dirty. Chef or kitchen towels should not be used for drying clean hands; use paper towels instead.

When possible, provide personal protective equipment (PPE) such as face masks, hair nets and disposable gloves for staff. Staff should not work if they are experiencing any COVID-19 symptoms. Allow your employees enough recovery time after sickness.



"Gloves may be used by food workers but must be changed frequently and hands must be washed between glove changes and when gloves are removed. Gloves must be changed after carrying out non-food related activities, such as opening/closing doors by hand, and emptying bins. Disposable gloves should not be used in the food work environment as a substitute for handwashing. The COVID-19 virus can contaminate disposable gloves in the same way it gets onto workers' hands."

—World Health Organization

Surface cleaning

To help reduce the spread of COVID-19, restaurants must continue to follow routine cleaning and sanitising recommendations for high-touch surfaces, including:

- **Back of house:** Door handles, light switches, dispensers, food contact surfaces, hand contact surfaces, sink taps and handles and utensils.
- **Front of house:** Door handles, light switches, dispensers, sneeze guards, menus, tables and chairs, counters, take away counter and register/credit card machines.
- **Bathrooms:** Door handles, light switches, dispensers, sink taps and handles, toilet seats and flushes.

Create a clear protocol for employees to follow and schedule frequent cleanings throughout the day as people may be able to contract COVID-19 by touching surfaces contaminated with the virus. Studies suggest that the virus can live on surfaces from a few hours to several days.

Below are some resources to help ensure your restaurant remains clean and hygienic to reduce the spread of COVID-19.



Resources

COVID-19 and food safety: guidance for food businesses

British guidance
7 April 2020

Food and Agriculture Organization of the United Nations World Health Organization

Background

The world is facing an unprecedented surge from the COVID-19 pandemic caused by the SARS-CoV-2 virus. It is important to understand the risks of this virus and how to reduce the risk of infection. This document provides guidance on how to reduce the risk of infection from food and food contact surfaces. It is based on the latest scientific evidence and is intended to help food businesses and consumers to understand the risks and to take appropriate action to reduce the risk of infection.

Potential transmission of COVID-19 via food

It is highly unlikely that people can contract COVID-19 from food or food packaging. COVID-19 is a respiratory disease and the primary transmission route is through person-to-person contact. However, there is some evidence that contaminated surfaces, including food contact surfaces, may play a role in the transmission of the virus. This is because the virus can survive on surfaces for several hours to several days. However, the virus is not stable in heat and is killed by most disinfectants. Therefore, it is important to ensure that food contact surfaces are kept clean and free of contamination. This can be done by following good hygiene practices, including regular handwashing, using hand sanitizer, and cleaning food contact surfaces with a suitable disinfectant. It is also important to ensure that food is stored and handled in a hygienic manner. This includes keeping food at the correct temperature, avoiding cross-contamination, and using clean food handling equipment.

The most recent advice from the WHO is that routine cleaning and sanitising of food contact surfaces is sufficient to reduce the risk of infection. However, it is important to ensure that food contact surfaces are kept clean and free of contamination. This can be done by following good hygiene practices, including regular handwashing, using hand sanitizer, and cleaning food contact surfaces with a suitable disinfectant. It is also important to ensure that food is stored and handled in a hygienic manner. This includes keeping food at the correct temperature, avoiding cross-contamination, and using clean food handling equipment.

COVID-19 and food safety: guidance for food businesses (via WHO)

[Download](#)

Dispenser placement recommendations

As you continue to operate during the COVID-19 pandemic, reinforce proper hand hygiene through optimal dispenser placement. Here are some guiding principles for areas in your restaurant.

- 1 Entrances**

Provide employees and customers picking up orders the opportunity to practise good hygiene with hand hygiene stands at restaurant entrances. Post visible notices that promote proper hand hygiene and physical distancing.
- 2 Kitchen**

Ensure there are fully stocked dispensers for soap and paper towels at handwashing sinks and smaller hygiene dispensers at individual workstations for easy access. Touch-free dispensers can reduce contamination and the spread of germs.
- 3 Kitchen exit**

Keep a dispenser filled with white disposable towels and cleaning supplies by the kitchen door to encourage regular wiping down of the front counter where customers may be picking up orders during the pandemic. Also, place hand sanitiser dispensers at all doors to back-of-house rooms.
- 4 Front counter**

Place hand sanitiser dispensers near the front counter to promote hand sanitising between customer pick-up transactions, especially those that involve cash, which is known to spread germs. Provide one-at-a-time napkin dispensers, so customers touch only the napkins they take.
- 5 Washrooms**

Ensure you have enough dispensers for soap, towels, tissues and hand sanitiser. Restock them regularly. Touch-free dispensers reduce touchpoint surfaces, and hand sanitiser dispensers further encourage personal hygiene during the pandemic. Providing tissues for coughing or sneezing into can help prevent the spread of pathogens.
- 6 Waste Bins**

Place covered waste bins near all dispensers to avoid paper towel waste and cross-contamination. Also, place waste bins by doors, so paper towels can be used to open the door and then thrown out to reduce contamination.

