



Think ahead.

**SECURE THE  
NEW NORMAL  
IN HYGIENE**

## Retail Toolkit



## We're here to help.

Today we live in a world with a new hygiene standard, where people want to feel confident and secure about hygiene.

Tork has been committed to improving hygiene for more than 50 years at work and away from home, with our focus on developing and producing complete hygiene and deep cleaning solutions.

In this guide, we share our expertise with you and provide guidelines on how to execute appropriate hand hygiene and surface cleaning to protect the well-being of your staff and customers.

Together we can secure the new normal in hygiene and keep business running.

Yours sincerely,

Eustra Drakos  
Category Manager Industrial, Dining & Tableware  
TORK Professional Hygiene



## Improve hygiene

Viruses and infections can spread throughout your store between employees and customers via droplets produced when an infected person coughs or sneezes, or through contaminated surfaces or objects.

You can help reduce the spread of germs and bacteria in your retail establishment by:

- Following proper hand hygiene protocols
- Maintaining routine cleaning and disinfecting procedures
- Optimising dispenser placement

This toolkit provides the resources you need to help reinforce hygiene best practices within your retail environment.



## How can viruses and infections spread in your store?



**Through the air  
by coughing and  
sneezing**



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



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

# Hand hygiene

Retail environments can be susceptible to the spread of viruses and infections due to the high volume of people and the many frequently touched surfaces. Proper hand hygiene techniques can kill germs and bacteria to help protect staff and customers.

Encourage good hand hygiene amongst employees and customers alike by:

- Training employees about hand hygiene, including when to wash and sanitise hands, how to correctly wash and sanitise and when to wear gloves.
- Place hygiene and hand washing signage in employee washrooms and breakrooms.
- Consider asking cashiers to use gloves or wash or sanitise their hands after each transaction.
- Use signage to encourage customers to use the sanitiser and wipes that you provide.
- Provide shoppers and staff with essential hand hygiene supplies such as soap, hand sanitiser and paper towels.

Below are some resources for you to encourage proper hand hygiene in your retail establishment.



## Resources

<p><b>SECURE THE NEW NORMAL IN HYGIENE</b> Hand washing procedure</p> <p>Wash and dry your hands thoroughly for at least 60 seconds with soap, water and paper towel</p> <p>1. Wet hands and arms to the wrists with running water 2. Apply soap to the palms 3. Scrub hands and arms together for at least 20 seconds 4. Rinse hands and arms with running water 5. Dry hands and arms with a paper towel 6. Turn off the faucet with the paper towel</p> <p><b>TORK</b> Think ahead</p>	<p><b>SECURE THE NEW NORMAL IN HYGIENE</b> Hand sanitising procedure</p> <p>Disinfect your hands thoroughly for at least 30 seconds</p> <p>1. Dispense product 2. Rub palms together 3. Rub the back of one hand against the palm of the other 4. Rub the back of one hand against the back of the other 5. Rub palms together 6. Rub the back of one hand against the palm of the other 7. Rub the back of one hand against the back of the other 8. Rub the back of one hand against the palm of the other 9. Rub the back of one hand against the palm of the other 10. Rub the back of one hand against the palm of the other</p> <p><b>TORK</b> Think ahead</p>	<p><b>TORK</b> Think ahead</p> <p><b>Tork Clean Care Hygiene tips for food service staff</b> Wash your hands!</p> <p>Before...</p> <p>After...</p> <p>And...</p> <p><b>5 steps for effective handwashing</b></p> <ol style="list-style-type: none"> <li>1. Wet hands and arms</li> <li>2. Apply Tork soap – be sure to dispense enough to cover both hands</li> <li>3. Scrub hands and arms vigorously for 20 seconds</li> <li>4. Rinse hands and arms thoroughly with water for 30 seconds</li> <li>5. Dry hands and arms with a single use Tork paper towel</li> </ol>	<p><b>fip</b> ADVANCING PHARMACY WORLDWIDE</p> <p>UPDATED 26 MARCH 2020</p> <p>FIP HEALTH ADVISORY</p> <p>COVID-19: GUIDELINES FOR PHARMACISTS AND THE PHARMACY WORKFORCE</p> <p>INTERNATIONAL PHARMACEUTICAL FEDERATION</p>
<p><b>Hand washing procedure</b></p> <p><a href="#">Download</a> </p>	<p><b>Hand sanitising procedure</b></p> <p><a href="#">Download</a> </p>	<p><b>Hygiene tips for food service staff</b></p> <p><a href="#">Download</a> </p>	<p><b>International guidelines for pharmacy</b></p> <p><a href="#">Learn more</a> </p>

# Surface cleaning and disinfecting

Retail stores have many high-touch surfaces such as shopping trolleys and baskets, freezer door handles and checkout counters. These surfaces could easily become contaminated with viruses and infections which can continue to be a threat for days if not removed properly to both staff and shoppers. Routine and regular cleaning and sanitising practices are recommended for high-touch surfaces

- **Shopping area:** Deli and seafood counters, shopping trolleys and baskets, hand railings, trays, door handles, bins, fridges, freezers, self-service cases and islands
- **Food BOH areas:** Slicers, grinders, graters, choppers, tapware, sinks, counters, benches, oven handles, storage racks and shelves, preparation tables
- **Checkout area:** Registers, counters, conveyer belts, eftPOS machines, touchscreens, scanners, self-checkout surfaces, handles, phones
- **Backroom area:** Door handles, breakroom tables, counters, light switches, sinks, microphones and intercom systems, computers, dishwasher panels
- **Washrooms:** Door handles, sinks, tapware, toilet handles, light switches



As a general guide, high touch surfaces that are visibly dirty must be cleaned first before they are disinfected with chemicals.

Below are some tools to help you ensure that your store remains clean and disinfected.

## Resources

<p><b>COVID-19 and food safety: guidance for food businesses</b></p> <p>Interim guidance 7 April 2020</p> <p>Download <a href="#">↓</a></p>	<p><b>Retail Protocol for COVID-19, Retail NZ</b></p> <p>Download <a href="#">↓</a></p>	<p><b>Cleaning and sanitation guide, FSNZ</b></p> <p>Download <a href="#">↓</a></p>	<p><b>Guide to Tork surface cleaning solutions for retail</b></p> <p>Download <a href="#">↓</a></p>
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# Dispenser placement recommendations

To ensure best practice hygiene standards, reinforce proper hand hygiene and surface cleaning through optimal dispenser placement. Make sure to place hygiene equipment in easily visible and accessible areas where there's a natural flow of traffic. While we understand that every retail environment is unique, here are some guiding principles for areas.

## 1 Store entrances

Provide customers the opportunity to disinfect their hands upon entry. Place hand sanitiser and disinfectant wipe dispensers at the entrance by the shopping trolleys and baskets. Ensure adequate covered waste bins.

## 2 Checkout

Hand sanitiser should be available for customers at checkout. Ensure each checkout station has a disposable wiper and spray solution for regular cleaning and disinfecting on all high-touch surfaces.

## 3 Cash

Hand sanitiser for employees should be available behind the cash register to promote frequent hand sanitisation between customer transactions.

## 4 Counters

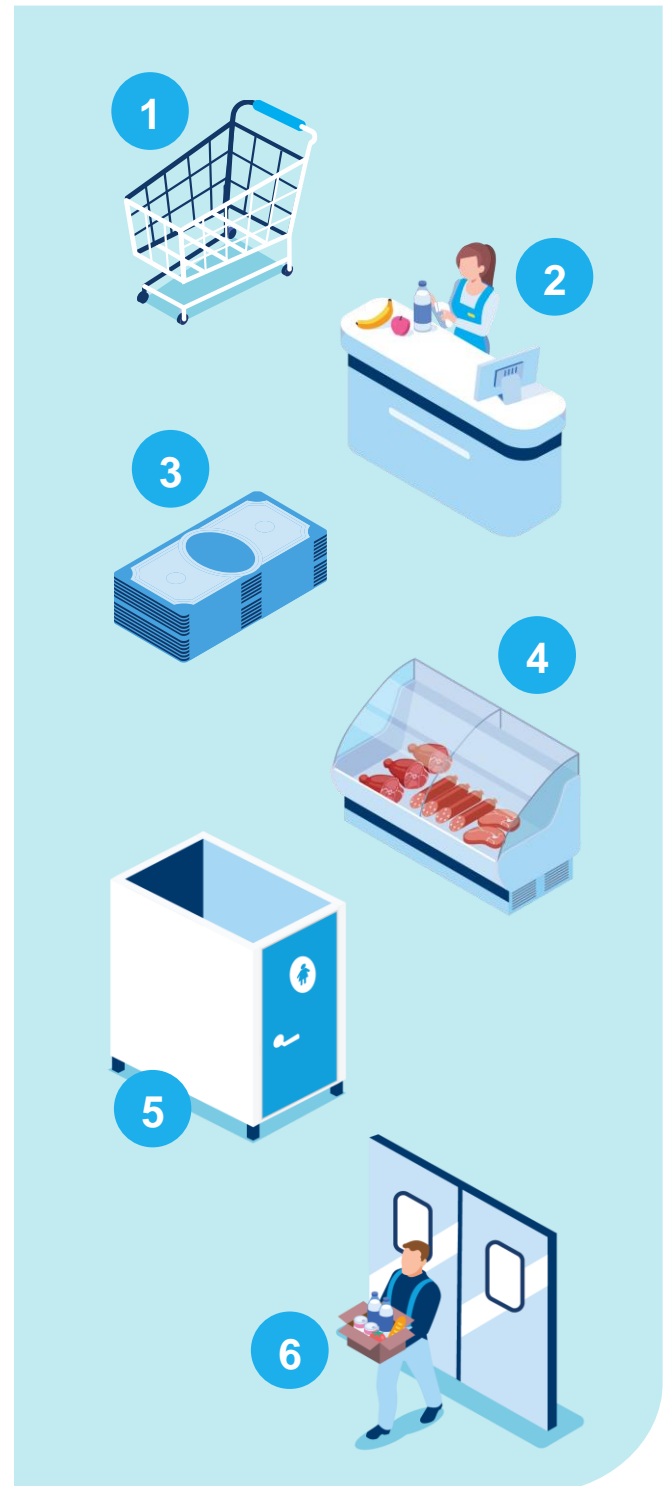
Place sanitiser dispensers at counters, such as the pharmacy, deli, meat or seafood department, and make wipers available to regularly clean and disinfect high-touch surfaces.

## 5 Washrooms

Stock washrooms with soap dispensers, hand sanitisers, tissues and single-use paper towel dispensers. Place covered waste bins near all dispensers to avoid paper towel waste and cross-contamination.

## 6 Exits/Entrances

Place hand sanitiser dispensers at all doors between the stockroom and retail floor.



# SECURE THE NEW NORMAL IN HYGIENE



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**Think ahead.**

**Note:** All reasonable care has been taken to ensure that the information contained in this publication is accurate and correct at the time of printing. Product changes may occur without notice.

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