



Think ahead.

**SECURE THE
NEW NORMAL
IN HYGIENE**

Food Service 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 guests.

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

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. We must serve our communities by taking the necessary steps to protect them from not only foodborne illnesses, but also viruses and infections.

Viruses and infections 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. Your foodservice operation can help reduce the risk of an outbreak by reviewing with team members the importance of regular hand hygiene and routine disinfecting procedures.

This toolkit provides you with the resources needed to help reinforce best practices in your restaurant.

How can viruses and infections 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 or
infection on it, then
touching your mouth,
nose or eyes**

Resources

**Tork Product Recommendations
for Food Service**

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Foodservice & Hospitality

Is the hygiene in your restaurant or cafe ready for review?

Three cases of hygiene for your customers' health and safety.

Take action to meet your sustainability goals.

We can help you to provide an exceptional dining experience.

[Download](#)



TORK Think ahead.

Tork Xpressnap – control consumption, capture attention

Reduces napkin usage by at least **25% guaranteed***

Largest range of dispenser options

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Hand hygiene

It is essential to place an increased focus on frequent and proper hand washing to protect your staff and customers. Your team should wash their hands after:

- Using the washroom
- Leaving and returning to the kitchen and preparation 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 hand washing stations are always stocked with soap and paper hand towels. Below are resources to reinforce proper hand hygiene techniques within your foodservice operation.



Resources

SECURE THE NEW NORMAL IN HYGIENE Hand washing procedure

Wash and dry your hands thoroughly for at least 60 seconds with soap, water and paper towel

Hand washing procedure

[Download](#)

SECURE THE NEW NORMAL IN HYGIENE Hand sanitising procedure

Disinfect your hands thoroughly for at least 30 seconds

Hand sanitising procedure

[Download](#)

Tork Clean Care Hygiene tips for food service staff Wash your hands!

Before...

After...

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 – be sure to dispense enough to cover both hands
3. Scrub hands and arms vigorously for 30 seconds
4. Rinse hands and arms thoroughly with water for 30 seconds
5. Dry hands and arms with a single use Tork paper towel

Hygiene tips for food service staff

[Download](#)

LEVEL 2 GUIDELINES FOR HOSPITALITY

Guidelines for Hospitality, NZ

[Download](#)

Hygiene beyond handwashing

Personal hygiene is crucial when working with food. 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 symptoms of illness. 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."

—World Health Organisation

Surface cleaning and disinfecting

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

- **Back of house:** Door handles, light switches, bins, food preparation and contact surfaces, sinks, taps, cooking appliances (e.g. microwaves).
- **Front of house:** Door handles, light switches, menus, tables and chairs, counter tops, benches, coffee machines, touchscreens and register / eftpos machines.
- **Bathrooms:** Door handles, light switches, sink, taps and handles, toilet seats and flushes.

Create a clear protocol for employees to follow and schedule frequent cleanings throughout the day to prevent any cross contamination. Studies suggest that viruses and infections can continue to be a threat for days if not removed properly to both staff and patrons. Routine and regular cleaning and sanitising practices are recommended for high-touch surfaces.

Below are some resources to help ensure your restaurant remains clean and hygienic.



Resources

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| <p>COVID-19 and food safety: guidance for food businesses</p> <p>Interim guidance 7 April 2020</p> <p>COVID-19 and food safety: guidance for food businesses (via WHO)</p> <p>Download</p> | <p>Appendix 6: Cleaning and sanitising surfaces and utensils</p> <p>Cleaning and sanitising, appendix 6 (FSANZ)</p> <p>Download</p> | <p>contactless delivery & pick-up programme for level 3</p> <p>guidelines for the hospitality industry</p> <p>Restaurant Association of NZ, Level 3 Guidelines</p> <p>Download</p> | <p>Secure the new normal in surface cleaning and disinfecting</p> <p>Guide to Tork surface cleaning solutions for food service</p> <p>Download</p> |
|--|---|--|--|

Dispenser placement recommendations

To ensure best practice hygiene standards, reinforce proper hand hygiene and 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. Employees and guests should not have to go out of their way to access those dispensers. While we understand that every restaurant is unique, here are some guiding principles for areas:

- 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 hand washing 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. 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.



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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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