



# SECURE THE NEW NORMAL IN HYGIENE

## Office 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 solutions and digital cleaning software.

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

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

Sincerely,

Robin Craigie  
Marketing Manager Washroom  
**Tork Professional Hygiene**



# Prevent the spread

Viruses and infections can spread within your office between employees and visitors through droplets produced when an infected person coughs or sneezes. It may also spread through contaminated surfaces or objects.

Following proper hand hygiene protocols, practicing routine cleaning and disinfecting procedures, and optimising dispenser placement in your facility, can help reduce the spread of germs and bacteria. This toolkit provides the resources you need to help you reinforce best hygiene practices in your organisation.

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



**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

<p><b>Office workers: Minimising the risk of exposure to COVID-19</b></p> <p>The world's health and safety (H&amp;S) experts have agreed that the health and safety of their workers (staff, contractors, visitors) and others (clients, customers and visitors) is the top priority. This includes:</p> <ul style="list-style-type: none"> <li>providing and maintaining a work environment that is without risk to health and safety, and</li> <li>providing adequate facilities for staff to carry out their work.</li> </ul> <p>Employees must identify risks at the workplace, and where possible eliminate or minimise these risks.</p> <p>If your workplace has been identified as an essential service to government and you are permitted to continue operating, you must ensure any risks to your workers are eliminated or minimised as much as is reasonably practicable.</p> <p>Where possible, to minimise the risk of exposure to the COVID-19 virus in the workplace, businesses can allow their workers to work from home or complete tasks from others. It is not feasible for workers to perform their tasks from home, employees must do all they can to ensure the risk of exposure to COVID-19 is as low as reasonably practicable.</p> <p><b>Minimising the risk of exposure to the COVID-19 virus</b></p> <p><b>Physical distancing</b></p> <p>One of the most effective ways to minimise the spread of the COVID-19 virus is to limit physical proximity. Current advice is to keep 1.5 metres apart. Physical measures to encourage physical distancing include:</p> <ul style="list-style-type: none"> <li>identifying staff work from home, if possible, limiting additional floor space in the usual office environment</li> <li>encouraging the use of each workplace or floor and directing floor workers working in the office environment to at least 1.5 metres apart to continue performing their duties</li> </ul> <p><b>Guidance on minimising the risk of exposure to COVID-19, SafeWork</b></p> <p><a href="#">Download</a> </p>	<p><b>Hygiene issues in an open office environment</b></p> <p>It is becoming increasingly evident that cleanliness and hygiene in the workplace is no longer just a matter of a nice to have, but is a vital factor for productivity. With more and more offices converting to open concept, people are interacting more frequently, sharing facilities and technology, and thereby facing more hygiene risks than before. As many people, especially younger generations, are also becoming more health conscious, ensuring a clean and safe work environment for employees becomes more important for possible recruits and current staff.</p> <p>Offices are shifting from one-size-fits-all to more flexible environments, this is leading to increased hygiene concerns and risks all around the world. New data from the global <a href="#">Tork Hygiene &amp; Cleanliness Survey 2020</a> and insights from the <a href="#">Tork COVID-19</a> infographic show that today's offices need to accommodate changing hygiene culture, enabling employees to take control over workplace hygiene. Here we look into the details and trends and dig deeper into how hygiene solutions can give a competitive edge in a market where offices are often open concept.</p> <p><b>Open plan offices have both upsides and downsides</b></p> <p>About 70% of offices in the US today are open plan offices, and this is likely to grow in the future. Open plan offices have several advantages in a collaborative environment, they do require a higher level of cleanliness and a robust hygiene strategy with solutions adapted for the flexible office environment.</p> <p>A number of studies have found a correlation between the number of people working in a room and the risk of disease due to 'person-to-person' contact.</p> <p>This is - in the words of a study by a team of researchers - 'the more people sharing a room, the more spread they are to infectious diseases'.</p> <p><b>70% of offices in the US today have open floor plans</b></p> <p><a href="#">Download</a> </p>	<p><b>The Value of Data-Driven Cleaning for the Facility Services Industry</b></p> <p><b>Introduction</b></p> <p>With the fourth industrial revolution upon us, the role of artificial intelligence (AI) seems to have no limits. The use of Big Data and the Internet of Things (IoT) in particular is helping to revolutionise the way businesses operate in many industries, not least the facility services industry.</p> <p>In its increasingly changing environment, in which increasingly many customers generate growing demands on service providers, companies need to think and act about their business efficiency. The transformation, however, is not simply about companies investing new technology in the spirit of a 'win-win' about pushing sales to new heights, but also about better insights and more business challenges. Companies that fail to do so will not only lose out on opportunities to improve their data-driven insights, but also on the competitive edge in a market where offices are often open concept.</p> <p>For the facility services industry, the speed and ability of change is profound. Facility services providers may be rapidly automating many of their tasks, from cleaning to maintenance, and even to the way they manage their workforce. The use of AI and IoT in the facility services industry is not only about the speed and ability of change, but also about the way they manage their workforce. The use of AI and IoT in the facility services industry is not only about the speed and ability of change, but also about the way they manage their workforce.</p> <p><b>The Internet of Things is a technological revolution that more importantly it's driving business revolution.</b> New processes and business models emerge, helping business to shift their focus from production plants to digital customer experience.</p> <p><b>Corey Smith, EM&amp;A Director for Data, Artificial Intelligence, Advanced Analytics and IoT at Microsoft</b></p> <p><b>John Deane, Senior Global Category Buyer at Essey</b></p> <p><b>The Value of Data-Driven Cleaning for the Facility Services Industry</b></p> <p><a href="#">Download</a> </p>	<p><b>Tork Product Recommendations for Offices</b></p> <p>Does your office hygiene exceed expectations?</p> <ul style="list-style-type: none"> <li>Take care of staff and visitors' health and hygiene</li> <li>Improve efficiency and reduce maintenance</li> <li>Take action to meet your sustainability goals</li> </ul> <p><a href="#">Download</a> </p>
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# Hand hygiene

The importance of hand hygiene is now widely understood, and offices must support and encourage proper hygiene.

Within an office facility you touch multiple surfaces – like keyboards, computer mice, printers and phones – that can be contaminated with bacteria. Employees and visitors should wash their hands frequently and properly throughout the day, but especially:

- After nose-blowing, coughing or sneezing
- Before and after preparing food and eating
- After using the toilet or touching rubbish

Ensure that you provide your employees and visitors with clean well-stocked hand washing stations along with hand sanitisers placed in high touch and high traffic areas such as reception, kitchens, and meeting rooms.

You can promote proper hand hygiene in your office in several ways, including posting signs near the sinks, restrooms and other busy areas within the building. Below are some tools and information to encourage proper hand washing, drying and sanitising techniques among employees and visitors.



**Jet air dryers spread up to 10x more germs<sup>2</sup>**



**The friction of drying with paper towels removes *more bacteria* than other methods.<sup>2</sup>**

## Resources



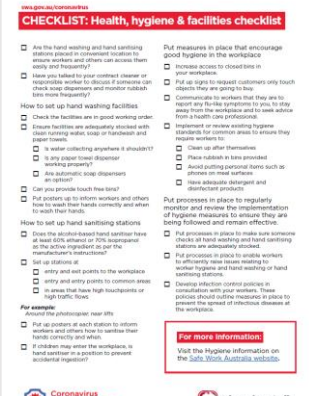
Hand washing procedure

Download



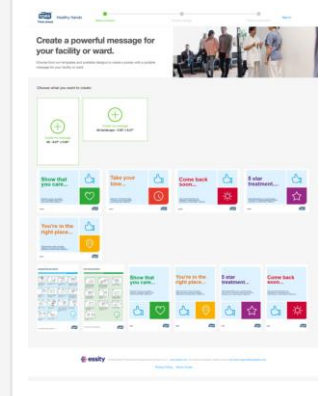
Hand sanitising procedure

Download



Health Hygiene Facilities Checklist Safe Work Australia

Download



Tork poster builder

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## Surface cleaning and disinfecting


Workers in your office facility may catch viruses and infections by touching surfaces that have been contaminated, so high-touch surfaces must be frequently cleaned and disinfected to help reduce the spread of infection. To effectively clean, it is recommended to use a disposable paper wiper. For disinfecting with chemicals, use a cleaning cloth which can hold and release the cleaning agents onto the surface. Here are some tips for cleaning the different areas within your facility:

- **Reception & Conference Rooms:** Wipe clean and disinfect high-touch surfaces such as door handles, touch screens and elevator buttons regularly. Keep wiping disinfectants and solutions close by to make cleaning a swift and smooth task.
- **Office Areas:** Clean and disinfect shared high-touch equipment such as keyboards, computer mice and phones.
- **Washrooms:** Begin cleaning less dirty surfaces and end with cleaning the toilet and the floor. Use more than one wipe to prevent spreading germs between surfaces. Mops and sponges can harbor large numbers of microorganisms so cleaners should consider disposable solutions.
- **Kitchenettes & Breakrooms:** To make cleaning as hygienic as possible, focus on the cleaning dirty surfaces and cleaning the floor last. Greasy or oily surfaces need to be cleaned with hot water and professional cleaning detergents before disinfecting.

Below are some additional resources to help you ensure that your office remains clean and hygienic.



## Resources



World Health Organization

13 March 2020

## Getting your workplace ready for COVID-19

1 January 2020 the World Health Organization (WHO) announced the outbreak of a novel coronavirus in Wuhan, People's Republic of China, with a Public Health Emergency of International Concern (PHEIC) declared on 11 January 2020. On 11 March 2020, WHO declared COVID-19 spreading to other continents around the world. World and public health authorities encourage the world working activities continue the COVID-19 outbreak. However, long-term business cannot be sustained properly. All activities of our society – including businesses and education – must play a role to prevent the spread of this virus.

### How COVID-19 spreads

When someone who has COVID-19 coughs and sneezes, they release droplets of infected fluid. Most of these droplets fall to nearby surfaces and objects, such as desks, tables, or telephones. People could catch COVID-19 by touching contaminated surfaces or objects, and then touching their face, nose, or mouth. If there is a standing aerosol near a number of a person with COVID-19, they can catch it by breathing it in. People caught or sublimated by them, or otherwise. COVID-19 spreads in a similar way to the flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some people experience more serious illness and even require hospital care. Most adults recover from mild to moderate COVID-19 within 2 weeks. Some people experience severe illness and even require hospital care. Most adults recover from mild to moderate COVID-19 within 2 weeks. Some people experience severe illness and even require hospital care. Most adults recover from mild to moderate COVID-19 within 2 weeks. Some people experience severe illness and even require hospital care.

1. Simple ways to prevent the spread of COVID-19 at your workplace
2. Simple ways to prevent the spread of COVID-19 at your workplace
3. Things to consider when you and your employees leave your company
4. Getting your workplace ready to use COVID-19 prevention at your company

### 1. Simple ways to prevent the spread of COVID-19 in your workplace

This section will give you a list of simple ways to prevent the spread of COVID-19 in your workplace.

The most cost measure below will help prevent the spread of infection in your workplace, such as desks, and other items, and protect your company's customers and employees.

Employees should avoid going there where they are most COVID-19 has been confirmed in the community. However, they should avoid going there where they are most COVID-19 has been confirmed in the community.

- Make sure your workplace is clean and hygienic

1

# Getting your workplace ready for COVID-19

Tork surface hygiene

## Secure the new hygiene standard with surface cleaning and disinfecting

These guidelines provide clear direction on which Tork surface and disinfectant are best for the surface cleaning and disinfecting. Furthermore, components can also be used on surfaces and continue to be a trend for days if not removed properly.

### Always wear gloves

Always wear gloves for cleaning purposes. Gloves can be used on all surfaces after each use. To ensure a hygienic glove, the Tork disinfectant solution for cleaning and disinfecting surfaces is further tested in the water area.

Always replace immediately after gloves are removed. Use your hands thoroughly with a single-use paper towel to prevent another person from touching a contaminated glove.

### Clean surfaces

Cleaning is a primary surface hygiene practice and will not kill and germs from surfaces using detergent and water.

Only surfaces must be cleaned first with detergent or soap using a disposable paper towel to disinfect. Also surfaces must be visible dry or that soil should be cleaned, regardless of what is the last cleaned.

### Disinfect surfaces

Disinfecting is the use of chemicals to kill germs (bacteria and viruses) on surfaces.

Use an approved disinfectant and disposable cloth.

Using an alcohol based product, you use with a minimum of 70% alcohol.

Always follow the manufacturer's instructions for maintenance, application method, contact time, etc.

Check product expiration date. Expired chemicals will not disinfect effectively.

## Routine cleaning & disinfecting


High-touch surfaces need to be cleaned and  
disinfectured regularly

Table  
Chair  
Light switches  
Door handles  
Staircases  
Elevators  
Toilet  
Hand sanitizer  
Reception counter  
Reception desk  
Reception area

Clean first  
Then disinfect

Once a day  
Once a week and on high-touch  
areas of disinfecting

Disinfectant, Disinfectant  
Disinfectant, Disinfectant



## Checklist: Cleaning

This checklist will assist you to implement measures and hygiene measures for your workplace to do a review of your facilities. Don't forget to also check our COVID-19 updates for additional measures for your industry.

### Surface cleaning


- Disinfect when a situation that can be treated with water or in a spray.
- A 20 per cent and disinfectant solution or when should it be used for routine cleaning.
- When should it be used?
- Check the manufacturer at the end of the work and disinfectant solution.
- Properly washed surface such as tables, chairs, desks, light switches, doors, sockets and other items.
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## COVID-19

**How to safely clean**

- Read the product label and safety data sheet (SDS) for the disinfectant solution. Make sure you know the ingredients, including all required personal protective equipment (PPE), the use and the product's application. Do not use the disinfectant solution.
- Indirect surfaces to be cleaned when cleaning the surface. Do not use the disinfectant solution on the surface. Do not use the disinfectant solution on the surface. Do not use the disinfectant solution on the surface.
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**Think ahead.**



## Tork cleaning for office buildings checklist

Check and confirm with disposable cover or cloth using a disinfectant appropriate for your surface, using one alcohol or alcohol-free high-touch surface. Check and disinfect high-touch surfaces.



**Reception**

- ☐ Wipe and/or dust flat surfaces (counters, shelves etc.)
- ☐ Reception
- ☐ Push-high white surfaces such as microwaves/ovens
- ☐ Clean first, then disinfect high-touch surfaces (disposable cover or cloth using a disinfectant)
- ☐ Touchscreens and tablets used for menu navigation
- ☐ Disinfect buttons and handles
- ☐ Light switches, door knobs and handles

**Remember to clean high-touch surfaces (including touch screens) regularly**

**Prevent direct hand contact**

This receptor area is critical for transmission of your business. Be sure to inspect it for most thorough cleaning in the area.



**Office areas**

- ☐ Wipe or dust flat surfaces such as desks/tables
- ☐ Empty waste bins
- ☐ Reception
- ☐ Particularly clean desks before night cleaning or overnight
- ☐ Clean first, then disinfect shared office equipment such as printers and high-touch surfaces

**In a hot-desk office, be sure to clean shared high-touch equipment such as headphones and keyboards and keyboards**

**Clear hot-desk desks (your equipment – provide and maintain dedicated hygiene facilities including soap and paper towels and provide a separate surface where you can disinfect)**

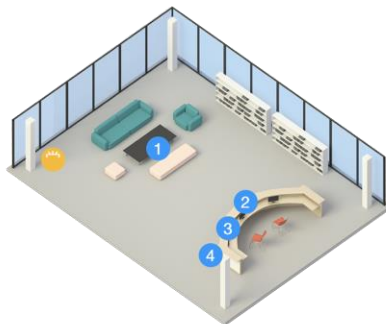
# Tork cleaning checklist for offices

# Dispenser placement recommendations

To ensure best practice hygiene standards, reinforce proper hand hygiene through optimal hand hygiene dispenser placement. Make sure to place hygiene equipment in easily visible and accessible areas where there's a natural flow of traffic. Employees and visitors should not have to go out of their way to access those dispensers. While we understand that every facility is unique, here are some guiding principles for areas in your office facility.

## Customer Facing Areas

- 1 Napkins
- 2 Sanitiser
- 3 Facial tissue
- 4 Waste bins



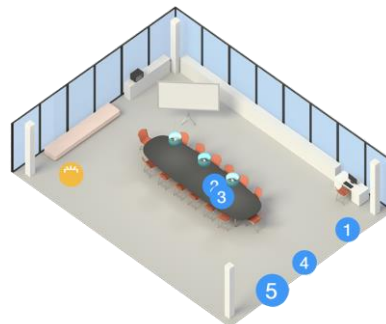
## Washrooms

- 1 Toilet paper
- 2 Hand towels
- 3 Soap
- 4 Waste bins
- 5 Toilet seat cover
- 6 Sanitiser
- 7 Facial tissue



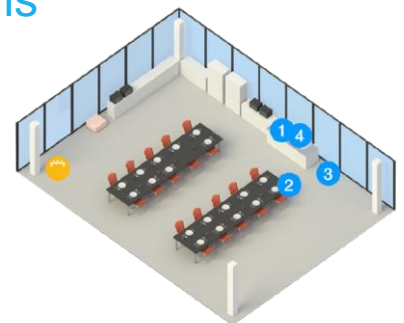
## Conference Rooms

- 1 Hand sanitiser
- 2 Napkins
- 3 Facial tissue
- 4 Wiping and cleaning
- 5 Waste bins



## Kitchenettes & Breakrooms

- 1 Soap
- 2 Sanitiser
- 3 Waste bins
- 4 Hand towels



## Office Areas

- 1 Sanitiser
- 2 Waste bins
- 3 Facial tissue
- 4 Wiping and cleaning
- 5 Napkins



## Office hygiene

For more information about the importance of hand hygiene and cleaning in your office, visit our interactive [“Office Hygiene”](#) resource page.

Contact Tork for a hygiene audit of your office.

[Learn more](#)

# SECURE THE NEW NORMAL IN HYGIENE



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