



Think ahead.

# High Traffic 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 toolkit, 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 uplift hygiene standards and keep business running.

Yours sincerely,

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



# Improve hygiene to secure your bottom line

High traffic venues such as stadiums, airports, shopping centres, casinos, theme parks and conference centres have been severely adversely affected by the pandemic with restrictions placed on the number of visitors/customers. This has a direct impact on revenue streams for these businesses and their ability to generate profit.

Even as the restrictions slowly ease, ensuring long term safety and hygiene measures will be crucial to sustain footfalls.

Research has shown that nearly 60% of people now have higher expectations of hygiene in shopping centres and 57% in public washrooms post the pandemic. People want to feel safe and secure when they leave their homes, especially when they are in crowded areas.

You can help increase visitor and staff confidence and reduce the spread of germs and bacteria in your high traffic establishment by:

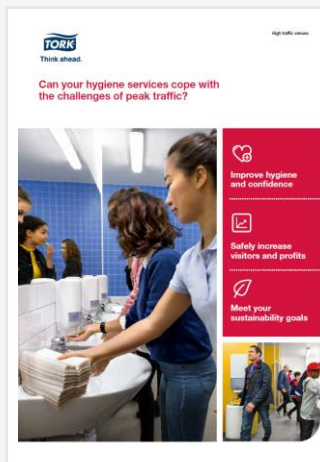
- Following proper hand hygiene protocols
- Maintaining cleaning and disinfecting procedures
- Using technology and data to maximise resources and operational efficiency
- Optimising dispenser placement



This toolkit provides the resources you need to help reinforce hygiene best practices within your high traffic venue or facility to help secure the safe return.

## Resources

### Tork Product Recommendations for High Traffic venues



Download



# Hand hygiene

High traffic 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 staff and customers 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 venue or facility.




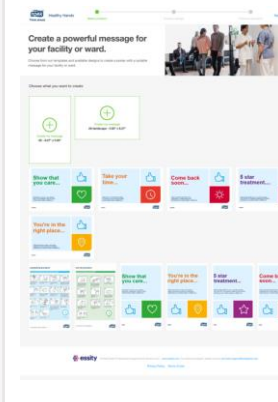


## Jet air dryers spread up to 10x more germs<sup>2</sup>



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

## Resources

 <p><b>Hand washing procedure</b></p> <p>Wash and dry your hands thoroughly for at least 60 seconds with soap, water and paper towel!</p> <p><b>Hand washing procedure</b></p> <p style="text-align: right;"><a href="#">Download</a> </p>	 <p><b>Hand sanitising procedure</b></p> <p>Disinfect your hands thoroughly for at least 30 seconds</p> <p><b>Hand sanitising procedure</b></p> <p style="text-align: right;"><a href="#">Download</a> </p>	 <p><b>Hygiene tips for food service staff</b></p> <p>Wash your hands!</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 thoroughly for 30 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 style="text-align: right;"><a href="#">Download</a> </p>	 <p><b>Tork poster builder</b></p> <p style="text-align: right;"><a href="#">Download</a> </p>
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1. Redway K, Fawdar S. A comparative study of three different hand drying methods: paper towel, warm air dryer, jet air dryer. European Tissue Symposium (ETS). 2008.  
 2. Best EL, Parnell P, Wilcox MH. Microbiological comparison of hand-drying methods: the potential for contamination of the environment, user, and bystander. J Hosp Infect. 2014 Dec;88(4):199-206.

# Surface cleaning and disinfecting

High traffic venues and facilities have many high-touch surfaces which could easily become contaminated with viruses and infections which can continue to be a threat for days to staff and customers if not removed properly. Routine and regular cleaning and sanitising practices are recommended for high-touch surfaces – here are some examples:

- **Stadiums:** chairs, rails, registers, eftPOS machines, dining areas (tables and chairs), bars, lift buttons,
- **Airports:** check-in counters, touch screens, dining areas (tables, chairs, trays), terminal waiting areas (chairs, bins), escalators, lift buttons
- **Shopping Centres:** escalators, lift buttons, food court (tables, chairs, trays), registers, eftPOS machines, self-checkout surfaces, shopping trolleys, scanners, information desk, intercom systems
- **Theme Parks/Zoos:** check-in counters, rides, rails, registers, eftPOS machines, ATMs, dining areas (tables, chairs, trays)
- **Casinos:** pokie machines, gaming tables, dining areas (tables, chairs, trays), ATMs, bars,
- **Conference Centres:** lecterns, microphones, door handles, light switches, computers, kitchen preparation areas (dishwashers, sinks, tapware), registration desks, breakout room (tables, whiteboards, chairs)
- **Public Washrooms:** door handles, sinks, tapware, toilet handles, light switches

Below are some tools to you ensure your venue or facility is clean and disinfected.



## Resources

**Retail Protocol for COVID-19, Retail NZ**

[Download](#)

**Cleaning and sanitation guide, FSNZ**

[Download](#)

**Guide to Tork surface cleaning solutions for retail**

[Download](#)

# Realise the value of data-driven cleaning

Cleaning quality, efficiency and sustainability are the challenges for facility managers. Now, the pandemic has increased demands – without any additional resources.

Embracing technology can transform your approach to facility management and unleash the power of real-time data:

- Use data to understand when and where there are needs
- Optimise your resources and spend time on what is most important
- Use built-in reporting tools to demonstrate a job well done and improve ways of working
- Save time and create efficiencies on tasks like dispenser checks and avoid unnecessary cleaning
- Reduce product waste by using data to avoid early refilling



Leading global IoT solution Tork Vision Cleaning can help you achieve:

**99%**  
fully stocked  
dispensers<sup>1</sup>

**91%**  
reduction in  
dispenser checks<sup>2</sup>

**20%**  
time saved<sup>3</sup>

**Resources**

**The Value of Data-Driven Cleaning for the Facility Services Industry**

**Download**

**Contact Tork to arrange a demonstration to see how Tork Vision Cleaning can maximise your resources and operational efficiency**

**Learn more**

1. Measured across nearly 13,000 connected dispensers between June-December 2019, based on time per month that a dispenser is in an empty status against total time per month.  
 2. Based on customer feedback for dispenser checks over 6 months before vs after installing Tork EasyCube (between June-December 2019). Measured across 16 sites connected to Tork EasyCube, with each dispenser check taking approx. 20 seconds.  
 3. Based on the documented results achieved by three Tork EasyCube customers, measured before and after the implementation of Tork EasyCube.

# 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 high traffic environment is unique, here are some guiding principles for areas.

## 1 Entrances / Exits

Provide employees and visitors the opportunity to practise good hygiene with hand hygiene stands at all entrances and exits. Post visible notices that promote proper hand hygiene and physical distancing.

## 2 Service Counters

Place hand sanitiser dispensers near the service counter to promote hand sanitising between every visitor interaction, 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.

## 3 Cafeterias / Food Courts

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. Touch-free dispensers can reduce contamination and the spread of germs.

## 4 Washrooms

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

## 5 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.



### Free hygiene audit

Contact Tork for a hygiene audit of your facility.

Call: 0800 523 565 email: [customerservice@asaleocare.com](mailto:customerservice@asaleocare.com)



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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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