



HOBART AND WILLIAM SMITH  
COLLEGES

# Campus Reopening

## **Dining Services Plan**

June 30, 2020

## **Hobart and William Smith Colleges: Dining Services Re-Opening Plan**

Health and Safety is an integral part of Sodexo's mission to improve Quality of Life. We are committed to provide working conditions and client services that are safe and healthy. We will provide services to allow Hobart and William Smith Colleges to be able to re-open during the 2020 COVID-19 Pandemic. This document includes but is not limited to an outline of the processes, procedures, materials and labor that Sodexo will be using during this time.

Note that these procedures will be in constant flux due to the changing requirements, regulations and policies for COVID-19. This document will change along with any new requirements.

### **Definitions:**

COVID-19 – Coronavirus Disease 2019 caused by SARS-CoV-2 virus

Cleaning:

- The removal of residue, food, dirt, grease and other undesirable debris
- Required physical energy (elbow grease), heat and/or chemicals (detergents)
- Only removes dirt for surfaces, does not kill all bacteria

Sanitizing:

- Designed to reduce the number of microorganisms to a safe level.
- Unclean surfaces will reduce the effectiveness of sanitizing.
- All surfaces that come into contact with food must be cleaned and sanitize regularly

Disinfecting

- Eliminates many or all pathogenic microorganisms, except bacterial spores.

Sterilizing

- Kills all microorganisms

### **Health and Safety**

The virus that cause COVID-19 is thought to spread from person to person, mainly through respiratory droplets produced when an infected person coughs or sneezes. Spread is more likely when people are in close contact with one another (within 6 ft.). People are thought to be more contagious when they are symptomatic. The Center for Disease Control (CDC) recommends symptomatic individuals be isolated until they are better and no longer pose a risk of infecting others.

To protect our employees, clients and customers, Sodexo has established the following safety measures.

#### ***Employee Health Monitoring***

All employees are required to follow the Sodexo and Client Employee Health and Safety Monitoring Checklist and monitor their own health prior to starting work each day to verify they do not have COVID1-9 symptoms. In addition, employees must determine whether they have had close, prolonged

contact with someone (such as a household member) in the past 14 days who has these symptoms and/or a COVID-19 diagnosis. COVID-19 Symptoms include:

- Cough
- Shortness of breath or difficulty breathing
- Fever (100.4 °F)
- Chills
- Muscle Pain
- Sore throat
- Loss of taste or smell

This list does not include all possible symptoms. Other less common symptoms may include gastrointestinal symptoms like nausea, vomiting, or diarrhea. The CDC updates possible symptoms as more information about the virus becomes available.

Employees who: (1) have symptoms of COVID-19 (not due to known causes such as asthma, allergies or chronic sinusitis); (2) are asymptomatic but have been diagnosed with COVID-19; or (3) have had close, prolonged contact (over 15 minute) with someone with COVID-19 symptoms or a COVID-19 diagnosis cannot report to work and must inform management so Sodexo can follow our established protocol to ensure the safety of other employees and our clients and customers. If employees report to work in these situations, they will be sent home and cannot return to work until they meet the Return to Work.

### ***Social Distancing***

Social Distancing means keeping a space between yourself and other people outside of your home. Social distancing from others is the best way to reduce the spread of COVID-19.

#### General Guidance

- Stay at least 6 feet from other people even if wearing a face covering
- Do not congregate in workrooms, storage rooms, locker rooms, restrooms, or other areas. When you speak to someone, make sure you do not point your head directly at them.
- If working in limited spaces, propose solutions to prevent close contact with others, including limiting employees performing tasks together, taking breaks together and organizing teams to reduce unnecessary close interactions.
- Use markings and signs to remind employees to maintain their location at their station away from each other and practice social distancing on breaks.

#### Employee Arrival

- Stagger employees' arrival and departure times to avoid congregating of employees in parking areas, locker rooms, and near time clocks.
- Provide visual cues (e.g. floor markings, signs) as a reminder to employees to maintain social distancing.

#### Safety Huddles/Training

- Limit huddles and training to be able to maintain 6 ft social distancing. Consider splitting larger groups into subgroups to facilitate maximum social distancing.

### Dining Office areas

- Limit number of offices; flex and consider alternate scheduling in office spacing.
- Reserve larger spaces or implement measures to hold private meetings with employees while still maintaining social distancing.

### Workstations

- Stagger workstations and change body orientation, so that employees are at least 6 ft. apart and not facing each other.
- If workstations cannot be placed for proper social distancing, masks will be required.

### Floor Markings & Signage

- Use markings and signs to remind employees to practice social distancing in work areas and during breaks.

### Non-Contact Transfers

- Use carts, create working zones, or landing spaces.
- Practice “no-contact” transfers: place items down for the next person to pick up, rather than passing back and forth.

### Chemical and Supply Storage

- Control access to select individuals to promote social distancing and reduce cross traffic.
- Consider dividing tasks so that one employee may serve as a designated runner between storage and work areas to minimize cross traffic.

### Locker/Break Rooms

- Remove and rearrange chairs and tables to increase employee separation. Identify alternative areas to accommodate overflow volume such as conference rooms.
- Re-assign lockers to ensure distancing based on each employee’s group start time.
- Personal items are not allowed in work areas and must be stored in personal lockers.
- Stagger break time to avoid groups of employees during breaks.

### Rest rooms

- Post signage to ensure social distancing is maintained at sinks and urinals.

### Deliveries and Loading docks

- OSHA recommends minimizing interaction between drivers and employees by leaving delivered at loading docks, doorsteps, or other locations that do not require person-to-person exposures. If this is not possible, maintain 6 ft. social distance and require drivers to wear face coverings.
- Recommend treating all packages as though they are contaminated, as virus may live on surface for extended periods of time.
- Employees should wear gloves when handling products and practice frequent handwashing.
- Consider installing hand sanitizer station if handwashing sinks are not available in the immediate area.
- Drivers will need to sign a tracking log when dropping off deliveries.

### ***Personal Protective Equipment***

All Sodexo employees will be required to wear a face mask when entering any public spaces and when:

- Social distancing is not possible
- The mask does not compromise the health and safety of our employees. An example would be employees working in high heat, where the mask can cause breathing issues and increase the risk of heat related illnesses.
- Unless the employee presents a note from their medical provider with a health issue prohibiting them to wear a mask.

Each employee has been provided with cloth masks as part of their uniforms. They are required to keep the masks clean and bring to work with them each day.

If a mask is left home or a contractor/vendor arrives on campus without one, a disposable mask will be provided. When a disposable mask is moist and/or dirty, they will be disposed of properly and a replacement will be provided.

When working outside, masks will need to be worn when social distancing cannot be maintained. Employees will have masks with them at all time, so they can be put on when there is need to get closer than 6 ft to another person.

When cleaning and disinfecting or handling items, like adjusting office or dorm room furniture, gloves will be worn by Sodexo Employees.

All other PPE will be worn as required as per our normal safety policy and procedures.

### ***Training***

Sodexo will ensure every employee is trained, informed and instructed on the outcomes of the job hazard analysis (JHA) and how to undertake this work activity.

All employees should be trained in use of the current chemicals to be used since all have been in use at this site of operation.

All employees will receive, but not be limited to, the following training:

- Proper handwashing
- Face Mask and glove usage
- Risk assessments for entering spaces
- Proper cleaning and disinfecting standard operating procedures and risk assessments

Records are kept for all employees trained including date of the training, and names and signatures of students who successfully completed training. These records will be maintained for a minimum of 5 years.

See Appendix 3 for Job Hazard Analysis (JHA)

## **General**

All employees will be required to follow the safety standards that are required by Federal, State and Local regulations, Hobart and William Smith Colleges and Sodexo.

All Employees will follow Sodexo's Standard Operating Procedures located in Appendix 1 for the following:

- Hand Washing
- Personal Hygiene
- Social Distancing

All Employees will wear masks when entering public spaces and when social distancing cannot be achieved. The only exceptions will be employees with a note from their medical provider stating why they cannot wear a mask and if there is a safety concern, such as working in a high temperature areas.

All employees will follow and perform the 3 Checks for Safety prior to any task:

- Do I know how to do the job?
- Do I have the right equipment for the job?
- Is my environment safe?

If there is a safety concern, the employee will need to stop the job and talk to a manager.

The following list includes, but is not limited to, all disinfectants approved for use. SDS sheets are located in Appendix 2.

- Diversey Oxivir TB
- Diversey Oxivir 1
- Ecolab TB Disinfectant
- Ecolab Multi-Purpose Disinfectant Cleaner
- Ecolab Peroxide Multi Surface Cleaner and Disinfectant
- Ecolab Peroxide Disinfectant and Glass Cleaner RTU
- Clorox Disinfecting wipes
- Ecolab Lemon Lift

## ***Vehicles***

If more than one employee needs to ride in a vehicle, masks will be worn since social distancing is not possible.

If vehicles are driven by more than one employee, the interior will need to be disinfected prior to the switch. At the end of each shift, vehicles will also be disinfected, which includes, but not limited to:

- Steering wheel
- Seat belt and buckle
- Controls
- Door and Door handle

## ***Tools and Equipment***

Any tool or equipment used, will be disinfected and placed back into its storage location ready for the next person to use it.

### ***Quarantine Buildings and Contaminated Areas***

#### **Quarantine Buildings/Areas**

At no time will Sodexo Employees enter a building that is under quarantine with suspected and/or confirmed cases of COVID-19.

If access to areas considered contaminated need to be gained prior to the waiting period, a Sodexo approved vender will be notified to clean the area, since Sodexo employees are not qualified or trained to complete the task of cleaning a contaminated space.

Once the quarantine area is completely unoccupied:

IF THERE WAS NO cased of COVID-19, Sodexo employees may enter the building to compete a thorough cleaning and disinfection per our specifications.

IF THERE WAS a confirmed case of COVID-19:

The areas will need to sit vacant and undisturbed for a minimum of 7 days (7 × 24 hours) before Sodexo personnel will be able to clean and disinfect the area.

If access to the building that was used for quarantine needs to be gained prior to the waiting period, a Sodexo approved vender will be notified to clean the area, since Sodexo employees are not qualified or trained to complete the task of cleaning a contaminated space.

Deliveries: While making deliveries, limit being in close contact with individuals by maintaining 6 ft. of physical distance. Transfers will be contactless whenever possible, put delivery down instead of hand it to someone.

### ***Management***

Managers will continue to perform periodic quality checks and Safety Walks to ensure employees are following the new safety procedures.

Managers will ensure all employees are trained in the new safety policies and procedures.

## **Resident Dining**

### **Saga Dining Hall:**

Occupancy restrictions will be required to allow proper social distancing.

Seating potential is expected to be as follows:

Seating socially distanced in Saga only/ No plexi dividers : 161

Seating socially distanced in Saga and Common Room/ No plexi dividers: 178

Seating socially distanced in Saga only w/ plexi dividers : 254

Seating socially distanced in Saga and Common Room w/ plexi dividers: 298  
See Appendix for diagram

Cost of Plexiglass dividers is estimated at \$20k

We anticipate needing to extend service hours, especially at lunch, to serve the demand with the decreased seating capacity. We will run marketing and social media campaigns to try and educate the students about how to avoid these peak periods.

Proposed Hours for Saga (M-F)

Breakfast: 7:30 – 11:00

Lunch : 11:00 – 3:00

CD: 3:00-5:00

Dinner 5:00 – 8:00

Weekend hours: TBD

We will develop and implement a tracking system to know where occupancy is at any given moment to control access to the dining hall.

Students will queue in the ATM lounge and the fireplace lounge as well as the right side of the corridor leading to the Saga entrance. Markings will be placed on the floor to indicate where to stand to maintain proper social distancing. (6 feet apart)

Entering Saga Dining Hall will occur by entering to the right of the concierge desk. Exiting Saga Dining Hall will occur by staying again to the right of the concierge desk (traveling on the back side of the desk, while students entering will travel on the front side of the desk) See Appendix for diagram

Saga Dining Hall will be for Dine In Only. There will not be a Take Out or Grab & Go Option in Saga Dining Hall due to traffic pattern and Space limitations,

All menu items will initially be offered in single use containers and will be pre-portioned by Dining staff and ready to pick up in the appropriate station. Example menu is outlined in Appendix .

Traffic pattern will follow a clockwise pattern through Pizza, Daily Dish, Grill, Basil, Deli and Beverage Stations. See Appendix for diagram

Each station will contain entrée items and side items where appropriate,  
Prepackages entrée and side salads will be available in the Salad Bar area.



Students will still be offered an All you Care to Eat experience albeit with a reduced menu selection.

Beverages will be either pre-packaged or pre-poured by dining staff for students to select.

Silverware will be disposable.

All table tops, chairs and plexi dividers will be cleaned and disinfected between uses.

Due to occupancy restrictions, we will not be able accommodate the anticipated need for resident dining at peak periods. In order to manage this demand we will establish satellite locations where resident meal plan swipes will be accepted. These satellite locations will offer a version of the daily menu being offered in Saga that day. Exact items and number of items available will be determined by space availability, staffing and anticipate participation in each satellite location.

### **Satellite locations:**

#### **Winn-Seely Gym**

We will establish a system in the North end of the Winn Seely Gym that will allow direct access from the adjacent parking lot to grab and go serving line(s) based on the Saga menu. Traffic will flow in the West Door and exit through the East door to minimize contact.

We can scale this location to include at least 2 and potentially 3 service lines for peak periods. See Diagram in Appendix

All service at Winn-Seely will be pre-packaged Grab and Go meals and sides with canned and bottled beverages.

Due to proximity this location will allow service for Caird, DeCordova, Emerson, McCormick, Comstock, Blackwell, Miller, Hirschson

We will need wireless card readers for this location (unless data lines are or can be made available)

This location would serve both lunch and dinner with higher anticipated participation at dinner. We will accept Meal Swipes at this location,

#### **The Cellar Pub**

We will utilize the Cellar Pub in the Fall semester as a Grab & Go location based on the Saga menu. It will not operate as the traditional retail role.

Traffic flow will come in the Gulick Hall side door/stairs and exit through the service stairs across from the Library.

All service at The Cellar Pub will be pre-packaged Grab and Go meals and sides with canned and bottled beverages.

Due to proximity this location will allow service for Medbery, Hale, Bartlett, Durfee, and Sherrill

This location would serve both lunch and dinner with higher anticipated participation at lunch.

We will accept Meal Swipes at this location.

### JPR

We will utilize the JPR (Rees Lobby area) in the Fall semester as a Grab & Go location based on the Saga menu. The pick up would take place in the lobby area

Traffic flow will come in the Jackson Hall side door and exit through the door way toward Potter Hall.

All service at JPR location will be pre-packaged Grab and Go meals and sides with canned and bottled beverages.

Due to proximity this location will allow service for Jackson, Potter and Rees

This location would serve both lunch and dinner with higher anticipated participation at lunch.

We will accept Meal Swipes at this location.

## **Retail Dining:**

### **The Cellar Pub:**

The Cellar Pub will not operate as a retail location. It will be a satellite location offering Grab and Go service based on the Saga menu and will accept meal swipes. We will explore the option of accepting faculty meal swipes, snack money and credit/debit at this location for lunch. (see satellite locations in resident dining for further details on The Cellar Pub)

### **AU Bon Pain (ABP)**

ABP will operate as a Click and Collect (preorder/pre-pay/pick up) location only. Due to the placement in the Library, traffic patterns in and out of the library, menu/service style and customer data from ABP it will not be feasible to offer walk up service and allow proper social distancing at this location. Seating in the location will be removed.

Ordering and payment for this location will take place electronically. Orders will be prepared and packaged and placed in a designated pick up location for the customer to retrieve. We will accept snack money, and credit/debit charges at this location.

Hours of Operation are TBD

### **The Café**

The Café will operate as a retail location offering made to order as well as Click and Collect (pre-order/pre-pay/pick-up) services.

We will operate Tres Habanero, Sub Connection and The Grill along with bottled beverages, and prepackaged food and convenience items. Fountain beverages will not be available, and Coffee will not be self serve. Coffee will be served in the Click and Collect area (former Mein Bowl station) by an attendant.

In order to offer Made to Order options we will set queueing lines at each station with social distancing marks to ensure 6 feet between patrons.

The seating area will be reduced to allow social distancing. Total seating capacity is TBD.

Hours of operation are expected to remain consistent with last year (M-Th 7:30am – 9pm; F 7:30am-8pm; S&Su 2pm – 8pm)

# Appendix 1

Document #	<b>Hand Washing</b>	Print Date:
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## Hand Washing

### Purpose:

This Standard Operating Procedure (SOP) explains the Sodexo Handwashing technique.

### Health and Safety:

1. Wash your hands:
  - Before beginning and ending of your shift
  - Before and after eating
  - After smoking
  - After using the restroom
  - After handling waste materials
  - After completing each different phases of your work assignment
2. Ensure the 3 checks for safety have been performed before starting the task:
  - Do I know how to do the job?
  - Do I have the right equipment of the job?
  - Is my environment safe?

### Before Starting:

1. Washing your hands and wearing protective gloves are mandatory. Gloves help protect the skin from chemicals and reduce the risk of transmission of infection.
2. To safeguard yourself and others, it is important to develop the habit of frequent hand washing.

### Equipment and Materials:

1. Hand soap, preferably concentrated and/or ecologically certified, where available, diluted according to manufacturer's recommendations.
2. Drying supplies

### Procedure:

1. Follow the World Health Organization method:
  - Duration of the procedure: 40 to 60 seconds
  - Wet hands with water
  - Apply enough soap to cover all hand surfaces.
  - Palm to palm

- Back of fingers to opposing palm with fingers interlaced.
- Rotational rubbing of left thumb clasped over right palm and vice versa.
- Rotational rubbing backwards and forwards with clasped fingers of right hand in left palm and vice versa.
- Rinse hands with water.
- Dry hands thoroughly with single-use paper towel.
- Use towel to turn off faucet.
- Hands are now clean.
- Always make sure hands are dry before donning gloves and/or before beginning next task.

# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 **Duration of the entire procedure: 40-60 seconds**

<p><b>0</b></p>  <p>Wet hands with water;</p>	<p><b>1</b></p>  <p>Apply enough soap to cover all hand surfaces;</p>	<p><b>2</b></p>  <p>Rub hands palm to palm;</p>
<p><b>3</b></p>  <p>Right palm over left dorsum with interlaced fingers and vice versa;</p>	<p><b>4</b></p>  <p>Palm to palm with fingers interlaced;</p>	<p><b>5</b></p>  <p>Backs of fingers to opposing palms with fingers interlocked;</p>
<p><b>6</b></p>  <p>Rotational rubbing of left thumb clasped in right palm and vice versa;</p>	<p><b>7</b></p>  <p>Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;</p>	<p><b>8</b></p>  <p>Rinse hands with water;</p>
<p><b>9</b></p>  <p>Dry hands thoroughly with a single use towel;</p>	<p><b>10</b></p>  <p>Use towel to turn off faucet;</p>	<p><b>11</b></p>  <p>Your hands are now safe.</p>



**World Health Organization**

**Patient Safety**  
A World Alliance for Safer Health Care

**SAVE LIVES**  
Clean Your Hands

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2. Hand sanitizer

Hand sanitizer can be used when hands are not visibly dirty.

How to apply hand sanitizer

- Apply a palmful of the product in a cupped hand, covering all surfaces.
- Rub the product over all surfaces of hand (front and back) following the procedure outlined above in the World Health Organization hand washing method.
- Always ensure hands are dry before donning gloves and/or before beginning next task.

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**Personal Hygiene**

**Purpose:**

This Standard Operating Procedure (SOP) explains how to achieve the required standard of personal hygiene. Due to the nature of cleaning work and the close contact with customers, a good personal hygiene regime is critical to ensuring that operatives and customers are protected from potential contamination and infection.

**Health and Safety:**

- Have you read the risk assessments for the task to be performed?
- Have you been trained for the task to be performed?
- Do you have the correct Personal Protective Equipment [PPE] for the task to be performed?
- Do you have the correct equipment to carry out the task?
- Is it safe to carry out the task?

If the answer to any of the above questions is NO, then STOP and speak to your immediate supervisor.

**Before Starting:**



Operatives must:

- Not wear jewelry (especially rings, bracelets, watches, necklaces and earrings) when working as these can become damaged by chemicals and can puncture protective gloves.
- Make sure that hair is tied back neatly.
- Make sure that they have the complete correct uniform.
- Make sure they have short, clean fingernails without nail polish.
- Check their personal hygiene and appearance.
- Thoroughly wash their hands before starting work, following the Hand Washing procedure
- Where necessary, disinfect their hands.
- Operatives' uniform must be clean, tidy and unstained. Strong smelling perfume or aftershave should not be worn.

**Equipment and Materials:**

1. Uniforms and work wear: operatives' uniforms must be clean, tidy and unstained. They must not smell of chemicals or anything else when starting work.
2. PPE (Personal Protective equipment): safety shoes.

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**Social Distancing**

**Purpose:**

This Standard Operation Procedure (SOP) covers social distancing recommendation during the COVID-19 pandemic. Social Distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. Social distancing from others is the best way to reduce the spread of COVID-19.

COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. In addition, people with are infected but do not have symptoms likely also play a role in the spread of COVID-19.

## Health and Safety:

In general, social distancing involves minimizing exposure to infected individuals by avoiding public gatherings, adhering to spacing requirements in the workplace, and following recommended distancing from other people.

The following strategies may be useful to conducting social distancing:

1. Follow guidance of authorities.
2. Stay at least 6 feet from other people even if wearing a face covering.
3. Avoid contact with individuals displaying symptoms of illness.
4. Do not gather in groups or crowded places.
5. Avoid in-person meetings as much as possible and use online tools or the phone even when people are in the same building.
6. Unavoidable in-person meeting should be short and preferably in large spaces where social distancing can be implemented.
7. Cancel non-essential gatherings and training sessions.
8. Do not congregate in work rooms, pantries, storage rooms or other areas.
9. If eating lunch, eat away from others as much as possible.
10. Avoid shaking hands and hugging.
11. If working in limited space, propose solutions to prevent close contact with others.
12. For certain jobs consider working from home as an option and keep constant communications.
13. Propose scheduling work during off hours when buildings are closed.
14. If possible, avoid using any kind of public transportation, ridesharing, or taxis.
15. Ensure the 3 checks for safety have been performed before starting the task:
  - Do I know how to do the job?
    - Have you read the risk assessment for the task to be performed?
    - Each site must complete a risk assessment to identify the situations where staff may come into close contact with others.
      - Where do they normally have close contact with others?
      - What solutions can they identify and implement?
    - Have you been trained for the task to be performed?
    - Review Sodexo Ingenium COVID-19 curriculum
    - Review CDC COVID-19 resources.
  - Do I have the right equipment of the job?
    - Do you have the correct Personal Protective Equipment (PPE) for the tasks to be performed?
    - Do you have the Correct equipment to carry out the task?
  - Is my environment safe?
    - Is it safe to carry out the task?

If the answer is NO to any of the above questions, then STOP and speak to your immediate supervisor.

## Before Starting:

To prevent and reduce the spread of COVID-19 everyone should limit close contact with other individuals and practice social distancing (6 feet or 2 meters) in both indoor and outdoor spaces.

Since people can spread the COVID-19 virus before they know they are sick, it is important to stay away from others when possible, even if the person has no symptoms. Social distancing is especially important for people who are at higher risk of getting very sick which include people 65 years and older and people with certain medical conditions such as chronic lung disease, asthma, serious heart conditions, diabetes, liver disease, chronic kidney disease and people with immune deficiencies amongst others.

If feasible, managers should assess the maximum number of employees the space can accommodate to maintain social distancing. Managers should also assess current processes that might result in people gatherings or crowding and implement control measures to allow for social distancing.

### **Equipment and Materials:**

Managers should consider the following equipment and materials to support the implementation of social distancing:

- \* Signs and Posters that visually communicate social distancing directions
- \* Quick guidance documents to post on informational boards
- \* Stickers and decals for walls and floors that help position people at a certain distance from each other
- \* Crowd control stanchions for organized people movement
- \* Clear splash shields (e.g. at cashier stations)
- \* Vending devices

### **Procedure:**

The following working areas and/or onsite activities are of special concern due to being more prone to the formation of groups of people and crowding and therefore managers should assess and implement strategies to minimize gatherings and ensure social distancing:

Time clock area, serving lines, cashier lines, storage rooms, break rooms and certain food preparing areas, amongst others. Activities to include huddles and meetings.

Along the strategies described above, managers should consider the use of the following to promote social distancing including limiting the number of people in specific areas of the workplace.

- Posters and Signs
- Crowd control barriers
- Wall and floor decals
- Clear splash shields (e.g. at cashier stations)
- Drive-through service windows
- Vending devices
- Pre-paid pick up service
- Drop and go service
- Remote pick up options

### **The Final Check**

During site tours, managers should practice social distancing and identify workplace areas where people may gather and therefore become a hazard. Conduct, assess and implement strategies for social distancing as described in this document. Safety Walks (using the Salus App) are a means to identify opportunities and continue to reinforce practicing of social distancing.

Document #	<b>Preventative Cleaning and Disinfecting</b>	Print Date:
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## Preventative Cleaning and Disinfecting for Infectious Disease Control

### Purpose:

This SOP describes how to disinfect our client environment to help prevent the spread of a pathogen.

### Health and Safety:

1. Any out-of-scope work that may expose Sodexo employees or others to persons who are confirmed infected or potentially infected with a pathogen, such as a virus, must review and agree to by the regional response team, including the regional Health Safety and Environmental Leader.
2. Special training is required for cleaning and disinfection
3. Cleaning staff must have all Personal Protective Equipment (PPE) available before starting the cleaning and disinfection process.
4. Operatives must not wear any jewelry that can come in contact with chemicals and can puncture protective gloves.
5. Operatives must keep fingernails short to not puncture protective gloves.
6. Operative must have hair tied back.
7. Have a current Health and Safety task assessment and safe system of work that is suitable for the location(s) and environment(s) in which the task will be carried out.
8. Ensure every operative is trained, informed and instructed on the outcomes of the risk assessment and how to undertake this work activity safely.
9. Where any Health and Safety concerns are highlighted, they must be reported via line management.
10. IF the event a Health and Safety concern is identified, do not begin the task, or stop the task if already in progress. Sodexo management must ensure the task can be carried out safely before it commences (or re-starts).
11. Ensure the 3 checks for safety have been performed before starting the task:
  - Do I know how to do the job?
  - Do I have the right equipment of the job?
  - Is my environment safe?

### Before Starting:

1. Review the Sodexo Standard Operating Procedures (SOPs) listed below.

- Sodexo Standard Cart Set up
- Seven Step Cleaning Process
- Damp Wiping for Frequently Touched Surfaces
- Waste Collection
- Hand Washing

2. Train All Applicable Employees

All Employees at the work site exposed to chemicals on the Hazardous Chemical Inventory List under normal operating conditions or in foreseeable emergencies must receive initial and ongoing chemical hazard training. Records should be kept for all employees trained including: date of the training, names of students who successfully completed training, facility where trained, and these record should be maintained for 5 years.

3. Review the personal Protective Equipment (PPE) and Hand Hygiene requirements.

PPE must be worn as specified for the pathogen the preventative disinfection is for.

Spray disinfectant is NOT recommended. However, if used, wear safety goggles. Disinfectants must be sprayed within 6-8 inches of surface to be effective and to be safely applied. This minimizes respiratory sensitivity.

4. Hand Hygiene

Remove gloves after cleaning and disinfecting the area.

Wash hands immediately after gloves are removed.

New gloves should be used as moving to different areas to prevent the spread of the pathogen.

5. Cleaning staff and others must wash hands often, including immediately after gloves are removed.

Wash hands with soap and water for 20 seconds.

If hand washing is not available, an alcohol-based hand sanitizer that contain 60%-95% alcohol should be use. However, if hands are visibly dirty, always wash hands with soap and water.

6. Additional key times to clean hands included

- After blowing one's nose, coughing or sneezing
- After using the restroom
- Before eating or preparing food
- After contact with animals or pets
- Before and after providing routine care for another person who needs assistance.
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.

7. Where possible ventilate the area

8. Check that all equipment and materials are safe to sue before starting the task.

9. Visually inspect the work area and using the "step back" process and ensure the area is safe

10. If there is a hazard and you are not able to find a solution, you must inform your immediate supervisor before proceeding.

11. Set up hazard warning signs so they can be clearly seen by all.

**Equipment and Materials:**

1. Required PPE

Disposable moisture impervious non-latex gloves. Wear gloves when using cleaning chemicals or handling waste. Change gloves and wash hands with soap and water when transitioning from a soiled/dirty area to a clean area.

Safety glass

Slip resistant shoes or shoe covers.

2. Cleaning Equipment

Refer to Cart SOP

3. Surface Disinfection Equipment and Materials:

Use the correct disinfectant.

You must follow the EPA master label instruction for the emerging pathogens to ensure regulatory compliant use.

Carefully review the EPA's master label for the disinfection to ensure regulatory compliant use.

4. Safety Data Sheets (SDS)

A SDS must be on file for all disinfectant chemicals used or handled. Copies of the SDSs must be kept in the area readily accessible to all employees and the client. Operations with remote work sites should keep applicable SDSs in each work area.

5. Wet Floor Signs

**Procedure:**

1. Clean as if it were for a friend or member of your family – by understanding and thinking about the importance of cleaning correctly, we will do the best job we can.
2. Read manufacturer's instructions so you know the wet contact time (wet contact time is the time disinfection remains visibly wet on surface) and dilution required for the disinfectant to be effective and whether there are any materials, you must not use it on.
3. Surfaces must be cleaned using your current Standard Operating Procedures (SOP). Cleaning must be completed prior to disinfection. Use disposable cleaning cloths. Change cleaning cloths frequently to prevent transferring soil from one surface to another. Surface is clean when there is no visible contamination.

4. Apply disinfectant according to the EPA's master label instructions for the product.

Each disinfectant has specific instruction for required process and wet contact times. Refer to the product's instructions to identify the required contact time. Additional applications may be required to ensure the surface remains wet for the required wet contact time.

5. After the required wet contact time is achieved, the surface can be allowed to air dry or can be polished dry with a clean, disposable paper towel. If the surface appears streaky, a water dampened, clean paper towel can be used to remove the streaking.
6. Clean systematically and methodically
  - Top to bottom
  - Work clean to dirty: start in the clean area and work toward dirty areas
  - Space to space
7. Clean all horizontal and vertical surfaces to hand height, especially frequently touched surfaces including:
8. Remove and clean wet floor safety signs.
9. If using disposable cloths, dispose of as waste. (Note: if using microfiber cloths, remove to be laundered at 194 degrees Fahrenheit.)
10. Wash Hands
11. Soft Surfaces

For soft (porous) surfaces such as carpeted floors, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.

If the item can be laundered, launder item in accordance with the manufacturer’s instructions using the warmest appropriate water setting for the item and then dry items completely.

Otherwise, use products with EPA-approved emerging viral pathogens claims that are suitable for porous surfaces.

12. Waste Handling and Items that Go to the Laundry

Always wear disposable moisture impervious non-latex gloves when handling waste or soiled laundry.

Place waste and soiled laundry carefully into appropriately lined waste containers.

Do not shake dirty laundry; this minimizes their possibility of dispersing virus into the air. Wash item as appropriate in accordance with the manufacturer’s instructions. If possible, launder items using the hot water settling for the items and dry items completely.

Clean and disinfect laundry hampers and trash receptacles

Remove disposable gloves and place in trash.

Wash hands thoroughly with soap and water for at least 20 second and dry thoroughly using a disposable paper towel if available.

Document #	<b>Sodexo Seven Step Cleaning</b>	Print Date:
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## Sodexo Seven Step Cleaning Procedure

### Purpose:

This Standard Operating Procedure (SOP) describes the Seven Step Cleaning Procedure, which is the standard method for cleaning all areas (unless otherwise specified). This procedure can be used as a reference or checklist.

In some locations not all the activities will take place during every clean – refer to the work schedules.

### Health and Safety:

1. Hazards associated with this activity:
  - Hazardous materials including chemicals, blood borne pathogens, mold, bacteria, dust etc.
  - Manual handling (furniture and equipment).
  - Walking and working surfaces (slips, trips and falls).
  - Hand and portable power tools.
  - Sharps (glass, needles etc.).
  - Workplace ergonomics (access to parts of the room).
2. Ensure the 3 checks for safety have been performed before starting the task:
  - Do I know how to do the job?
  - Do I have the right equipment of the job?
  - Is my environment safe?

### Before Starting:

1. Assess your planned work schedule
2. Check the equipment and materials are safe to use before starting the task.
3. When assembling equipment, for safety reasons check for damage, specifically checking that plugs and cables are intact, have not cuts or abrasions and are safe to use.
4. Operatives must:

Visually inspect the work area and insure the area is safe. If there is a hazard and you are not able to find a solution, inform your immediate supervisor before proceeding.

Put an area-specific or site-specific uniform and PPE that is appropriate for the work to be performed.

### Equipment and Materials:

1. PPE for the task.



2. Safety Data Sheets (SDS) and hazardous material risk assessment.
3. Cleaning equipment and materials.
4. Refuse/trash/waste bags.
5. Vacuum cleaner.
6. Sodexo's preferred products are disposable, pre-moistened disinfectant wipes and disposable single use microfiber mops.
7. Chemicals preferably concentrated and ecologically certified, where available, diluted according to manufactures recommendations.
8. Hazard warning signs

**Procedure:**

1. Always knock before entering a room and announce what you are doing there.
2. Make a note of any room that you are unable to clean. This note will remind you later in the day, so the room is not neglected. Notify your manager if you were not able to get into the room.

3. Pull Trash

Remove all liners and reline all waste containers that contain waste. If can is empty, skip it and move on.

Carefully empty waste bins or remove waste bin liners.

Sort for proper disposal if a waste recovery process is available on site and according to local procedures.

Place waste into the correct refuse containers.

Empty recycling bins or remove recycling bin liners and place them in the appropriate recycling sack on the cart.

Reline all waste bins and recycling bins.

Follow the Waste Receptacle cleaning procedure to make sure all waste receptacles are clean and free of all debris, dirt, smudges and contamination.

4. Damp Wipe

Anything that can be reached should be damp wiped with disinfectant solution. Damp Wipe all contact surfaces by following the Damp Wiping for Frequently Touched Surfaces SOP.

Wipe everything you are able to reach.

Use disinfectant damp wiping solution for all contact surfaces.

After wet-contact time has been achieved, use a dry cloth or a paper towel to polish both interior and low level glass to a dry streak-free appearance.

Use glass cleaner to wipe interior and low level glass and any metal fittings.

Start damp wiping at the door and work around the room in a circular pattern.

Be sure to include: wall spotting, light switches, telephones, wall moldings, dispensers, window sills, and all furniture.

5. Dust Mop

Dust mop the entire floor following the Dust Mopping procedure. Dust behind all furniture and doors, be sure to move whatever is possible.

6. Damp Mop

Place hazard warning sign(s) at the entrance to the room in such a way as to allow safe access to the room.

Damp mop the entire floor following the Damp Mopping procedure.

Start with the corner farthest from the door and work your way out.

Mop out corners to prevent build up.

7. The Final Check

Inspect the area or room carefully:

- Picture Perfect Room: all furniture and items need to be replaced correctly.
- Correct any deficiencies.
- Equipment is clean and safe to re-use.
- Remove hazard warning sign(s).
- PPE is cleaned and properly stored or disposed of.
- Report any damaged equipment, interiors, repairs required and water leaks.
- Ensure waste and potentially contaminated materials are properly sorted, disposed of and stored correctly.
- Water taps/faucets are turned off.
- Lights are switched off (if appropriate).
- Cleaning equipment is switched off and unplugged.
- Complete any activity record sheets for the task and return them to your supervisor as required.

In addition to the above procedures:

Inspect the work according to the standards including the following:

Surfaces are visibly cleaned and properly disinfected. The room will not show any fluorescent indicator if inspected using the black light.

Report any needed repairs, especially drape and curtain cleaning and replacement requirements.

Furniture is appropriately placed, window coverings are the way the patient requests or open if unoccupied.

Call light cord is placed within patient reach if room occupied.

Ensure room is free of sharp hazards, broken trim, wall penetrations, and that the plumbing and furnishings, HVAC, and electrical outlets are all operating properly.  
Correct any deficiencies.

Before exiting the areas just cleaned, inquire if there is anything that they may have noticed that is not working, or needs to be cleaned.

Let them know that you can have someone come and fix it for them. If they mention any item that needs repair, ask if they would mind if you use their phone. Call to report the item, then disinfect the phone.

Ask yourself, is the room acceptable according to Sodexo standards?

Floors are free of spills, debris and body fluids and have a shine without scratches.

Dispensers are adequately filled.

First impression cleanliness is constantly maintained.

Ceilings, ledges, countertops, furniture, and cabinets are clean and free of dust, blood, and body fluids.

Waste receptacles are clean and free of all debris, dirt, smudges, and contamination.

Wash basins/sinks are clean and free of mineral build-up.

All other contact items have been damp dusted.

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### Damp Wiping for Frequently Touched Surfaces

**Purpose:**

This method describes the preparation of the damp wiper cleaning solution, chemical selection and Sodexo Techniques to effectively clean and disinfect frequently touched surfaces.

### **Health and Safety:**

1. Hazards associated with this activity:
  - Hazardous materials including chemicals, blood borne pathogens, mold, bacteria, dust, etc.
  - Manual handling (furniture and equipment, etc.)
  - Walking and working surfaces (slips, trips and falls).
  - Infectious diseases and bodily fluids
  - Fire safety (flammable substances)
2. Ensure the 3 checks for safety have been performed before starting the task:
  - Do I know how to do the job?
  - Do I have the right equipment of the job?
  - Is my environment safe?

### **Before Starting:**

1. Assess your planned work schedule
2. Check the equipment and materials are safe to use before starting the task.
3. When assembling equipment, for safety reasons check for damage, specifically checking that plugs and cables are intact, have not cuts or abrasions and are safe to use.
4. Operatives must:

Visually inspect the work area and insure the area is safe. If there is a hazard and you are not able to find a solution, inform your immediate supervisor before proceeding.

Put an area-specific or site-specific uniform and PPE that is appropriate for the work to be performed.

### **Equipment and Materials:**

1. Required PPE
  - Disposable moisture impervious non-latex gloves. Wear gloves when using cleaning chemicals or handling waste. Change gloves and wash hands with soap and water when transitioning from a soiled/dirty area to a clean area.
  - Safety glass
  - Goggles if using a spray disinfectant.
  - Slip resistant shoes or shoe covers.
2. Sodexo's preferred products are disposable, pre-moistened disinfectant wipes and disposable single use microfiber mops.
3. Sodexo approved disinfectant, preferably concentrated and/or ecologically certified, whenever available, diluted according to manufacturer's instructions.
4. Wipers/cloths, disposable acceptable.
5. Hazard warning signs.

### **Procedure:**

1. For the purposes of damp wiping frequently touched hand contact surfaces Sodexo approved disinfectant is to be diluted according to the manufacturer's instructions for mixing.
2. Surfaces to be disinfected daily:
  - Light switches
  - Door knobs
  - Keyboards
  - Push plates (on doors)
  - Telephones
  - Furniture
  - Faucets
  - Dispensers
3. Wear disposable, non-latex, moisture impervious gloves and safety glasses whenever handling disinfectant concentrates to avoid burns to the skin and eyes.
4. Place hazard warning sign at the entrance to the room in such a way as to allow safe access to the room.
5. Move all light furniture and equipment except stationary items (if appropriate) to enable the task to be carried out. Seek assistance if larger items need to be moved.
6. Mix the Sodexo and hospital approved disinfectant according to manufacturer's instructions. Pay special attention to dilution ratios.
7. Use pre-saturated disinfectant wipes.
8. Scrub the surface clean to remove visible soil. A surface must be free of visible soil before disinfection can occur. For soil embedded into a surface use an abrasive sided pad and plain water to remove the soil.
9. For mineral deposits, a dampened end of a pumice stick is very effective.
10. For petroleum based soil use a de-greaser.
11. For soap scum use a damp wiper pre-saturated the neutral pH bathroom cleaner.
12. To disinfect the surface damp wipe it with the clean side of a pre-saturated disinfecting wiper.
13. Once the surface is free of organic material, it is important to perform the final pass over the surface with the fresh side of the disinfectant damp wiper.
14. After air drying per the disinfectant manufacturer's recommendations, surfaces may be dried using a dry clean wiper or paper towel if there is a risk of skin contact to the damp surface or if the surface is a highly reflective surface such as glass for streaking might be visible.
15. Leave the hazard warning sign in place until the floor is dry and the final check inspection is complete.
16. Remove, clean and store hazard warning signs.
17. Final Check
  - Ensure the concentrated liquids are stored safely and securely
  - Store the diluted liquids securely.
  - Inspect the area or room carefully:
  - Picture Perfect Room: all furniture and items need to be replaced correctly.

- Correct any deficiencies.
- Equipment is clean and safe to re-uses.
- PPE is cleaned and properly stored or disposed of.
- Report any damaged equipment and interiors, needed repairs or water leaks.
- Waste and potentially contaminated materials are properly sorted, disposed of and stored correctly.
- Water taps are turned off.
- Lights are switched off (if appropriate).
- Cleaning equipment is switched off and unplugged.

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## Waste Collection

### Purpose:

This method explains how to collect waste in a safe, efficient, and timely manner.

An important part of effective waste management is to ensure that waste is collected in a timely manner to avoid overflowing waste containers and health, safety and environmental risks.

Waste collection activities can involve a variety of designated types of waste storage areas, waste and waste container types, waste transport method, collection schedule, etc.

When collecting waste, it is important that the waste container within the area of collection be left empty and in a safe and tidy condition.

### Health and Safety:

1. Hazards associated with this activity:
  - Hazardous waste materials.
  - Walking surfaces (slips, trips and falls).
  - Vehicles (movement of waste vehicles and other site traffic)
  - Electric safety (waste equipment).
  - Personal hygiene (during and following sorting and segregation activities).
  - Manual handling (waste material, skips, bins and equipment).
  - Physical, e.g. asbestos, sharp items.

- Biological, e.g. medical waste, dead animals.
  - Chemical, e.g. solvents, paints, batteries.
  - Radiological, e.g. laboratory waste.
  - Fire and explosion hazard (e.g. storage of incompatible waste, short circuit of batteries).
  - Working at height when inspecting inside of bins and containers
  - Confined spaces (deep pit, waste container or excavation).
2. Ensure you adhere to the local site risk assessment at all times.
  3. Ensure you wear the site-specific or area-specific PPE at all times, to include non-slip safety footwear, ballistic trousers, cut-resistant gloves and high visibility clothing.
  4. Do not climb into any waste container.
  5. Ensure correct manual handling techniques are used when moving or pulling wheeled bins and containers.
  6. Visually inspect waste containers for sharp edges and cracks prior to handling.
  7. When inspecting waste containers, ensure there is sufficient space to maneuver waste container if required.
  8. Waste container should be inspected upon receipt, while the bin is empty.
  9. If there is a requirement to inspect and sort larger waste containers, seek assistance to support the inspection for manual handling purposes.
  10. If you sustain any injury or identify a near miss while inspecting waste containers, report it verbally to your supervisor immediately.
  11. Ensure the waste vendor that provides waste containers is following all required safety practices while on site.
  12. Ensure correct manual handling techniques are used when moving or pulling waste containers.
  13. Do not move waste containers unless safe to do so. Seek assistance, when required, to move heavy, awkward loads, or loads beyond your capability.
  14. Always observe surroundings.
  15. Always be aware of the presence of biting insects including bees and wasps in the summer months, when dealing with waste in outdoor environments.
  16. Be aware of broken glass and hypodermic needles in waste, especially if the public has access to the area (seek advice from your supervisor).
  17. Ensure the 3 checks for safety have been performed before starting the task:
    - Do I know how to do the job?
    - Do I have the right equipment of the job?
    - Is my environment safe?

**Before Starting:**

1. Ensure you are familiar with the local waste policy and local waste regulations and guidelines.
2. If there is a hazard and you are not able find a solution, inform your immediate supervisor before proceeding.
3. Determine the most efficient/appropriate method to collect and transport waste.

4. Put on the required PPE identified in the local risk assessment, which will typically include non-slip safety footwear, cut/puncture resistant gloves and high visibility vest.
5. Ensure operational teams, suppliers, clients and other key stakeholders are informed of Sodexo's sustainability policy regarding waste, and that relevant actions are taken at site to eliminate all avoidable waste.

**Equipment and Materials:**

1. Waste collection vehicle/equipment.
2. Waste container.
3. Hazard warning signs.
4. Spill clean up kit.
5. PPE: non-slip safety footwear, ballistic trousers, cut/puncture resistant gloves and high visibility clothing, as a minimum.
6. Appropriate documentation: waste collection schedule, contact information, including emergency contact information, waste receipt documentation.

**Procedure:**

1. Storage Areas

If you observe any spillages within storage areas (both internal and external) report it to the supervisor or site manager and arrange clean-up as appropriate. Clean-up of any hazardous or dangerous waste must be performed only by trained personnel.

Waste storage areas (both internal and external) must be kept appropriately secured against entry by unauthorized personnel. If you observe that waste has not been adequately secured, report it to your immediate supervisor.

Refer to SOP WASTE\_CORE\_019\_S\_Internal Storage of Waste for more information on the internal storage of waste.

Refer to SOP WASTE\_CORE\_020\_S\_External Storage of Waste for more information on the external storage of waste.

2. Collection

Collect waste container from the waste storage area in line with the established waste collection schedule and process, and record the collection, as required, in an appropriate document or system.

Check the contents of the waste container and report or record any non-conformances, in accordance with your local site policy.

Establish a program to monitor effectiveness of the waste collection schedule, including the areas which are busy and used multiple times during any workday. If waste containers are regularly observed to be overflowing or empty, review the waste collection schedule and engage with the client, the workforce, the waste management supplier, and relevant stakeholders to make the collection process more efficient.



Display the waste collection schedule and a waste collection completion sheet within all waste storage areas to inform users when the next collection is due, and when the last collection was completed, respectively.

Refer to Methods WASTE\_CORE\_023\_M\_Transferring of Waste - Site Vehicles

### 3. Segregation

Refer to Method WASTE\_CORE\_018\_M\_Sorting Segregation for more information regarding waste segregation.

If the segregation of waste is consistently poor, consider launching a waste campaign to improve the process and support the education of all stakeholders.

Refer to SOP WASTE\_CORE\_005\_S\_Waste Awareness for more information regarding waste awareness campaigns and materials.

The waste campaign should focus on waste minimization as a priority, in order to use materials more efficiently and to reduce the amount of waste requiring final disposal, in line with Sodexo's sustainability roadmap - the Better Tomorrow Plan. The objective is to eliminate all avoidable waste.

Refer to SOP WASTE\_CORE\_004\_S\_Waste Minimization for more information and good practices.

### 4. Disposal

Once the waste has been collected and transported back to the waste storage area, ensure it is stored appropriately until collection and transport off site for recycling/recovery, or for final disposal by appropriately licensed waste management supplier(s) or transporter(s).

Ensure waste is transferred/consigned to the waste management supplier(s) or transporter(s) for off-site transport and final disposal, and all required documents are completed and retained.

Refer to SOPs WASTE\_CORE\_010\_S\_Waste Documentation,

WASTE\_CORE\_011\_M\_Record Keeping and Reporting Requirements and

WASTE\_CORE\_012\_M\_Waste Classification and Characterization for more information.

### 5. Final Check

Inspect the area carefully to ensure all hazards have been removed from the location and the waste has been disposed of correctly.

Correct any deficiencies.

Ensure the equipment is safe to re-use.

Ensure PPE is cleaned and properly stored or disposed of.

Clean and wash hands after carrying out activity.

Report any damaged equipment, required repairs, or water leaks.

Ensure lights and electrical equipment are switched off and/or unplugged when not in use.

Ensure water taps are turned off.

Consult with your local Waste Subject Matter Expert (SME), as required.



# Appendix 2

## Saga Traffic Flow Diagram

## Saga Queueing Diagram

**Saga Seating Diagram(s)**

## **Winn-Seely Diagram**

## **The Cellar Pub Diagram**

## **JPR Diagram**



## **The Café traffic flow Diagram**

## **The café seating diagram**

## **Vandervort Diagram**

# APPENDIX 3

## **Sample Saga Menu**