

# Safe at Work: COVID-19 Foodservice Toolkit



## We're here to help.

The COVID-19 outbreak has profoundly affected your operations. As consumers practise "social distancing" and stay home per public health officials' recommendations, you have had to quickly adapt business models, whether that means reducing operating hours, shutting down in-restaurant dining, or only offering take away and delivery services.

As the leading global professional hygiene brand, we're here to help. Our professional hygiene knowledge helps keep your employees and customers safe and reassured, both through the immediate crisis and beyond. We've developed this toolkit with our recommendations on how to make hand hygiene a priority in your food service operation. We hope you find the information in this toolkit both relevant and useful.

Thank you for your efforts on the frontline of this crisis, and we hope that you and your staff stay safe throughout these challenging times.

Yours sincerely,

Hanneke Kuipers  
Marketing Director – Foodservice  
Essity Professional Hygiene



# COVID-19

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 as COVID-19 continues to spread around the world. To prevent any avoidable pressure on our already strained healthcare systems, we must now serve our communities by taking the necessary steps to protect them from not only foodborne illnesses, but also the novel coronavirus.

COVID-19 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. But your foodservice operation can help reduce the risk of a COVID-19 outbreak by reviewing with team members the importance of regular hand hygiene and routine disinfecting procedures with a special focus on the virus that causes the disease.

This toolkit provides you with the resources needed to help reinforce best practices in your restaurant during this outbreak and beyond.



## How can COVID-19 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 on  
it, then touching your  
mouth, nose or eyes**

# Hand hygiene

If your restaurant continues to operate amid COVID-19, it's essential to place an increased focus on frequent and proper handwashing to protect your staff and customers. Recommendations for handwashing in foodservice operations have only become more critical as a result of the pandemic. Your team should wash their hands after:

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



## Resources

**Handwashing procedure**

Wash your hands with soap, water and paper towel

For more information visit [www.tork.co.uk](http://www.tork.co.uk) or [www.tork.ie](http://www.tork.ie)

**Handwashing procedure**

[Download](#)

**Hand rub procedure**

Disinfect your hands

For more information visit [www.tork.co.uk](http://www.tork.co.uk) or [www.tork.ie](http://www.tork.ie)

**Hand rub procedure**

[Download](#)

**Tork Clean Care Hygiene tips for food service staff**

Wash your hands!

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 - the same for dispensing enough to cover both hands
3. Scrub hands and arms vigorously for 20 seconds
4. Rinse hands and arms thoroughly with water for 20 seconds
5. Dry hands and arms with a single use Tork paper towel

**Hygiene tips for foodservice staff**

[Download](#)

# Hygiene beyond handwashing

Personal hygiene is crucial when working with food and especially during the COVID-19 outbreak. 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 COVID-19 symptoms. 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. The COVID-19 virus can contaminate disposable gloves in the same way it gets onto workers' hands."

—World Health Organization

# Surface cleaning

To help reduce the spread of COVID-19, restaurants must continue to follow routine cleaning and sanitising recommendations for high-touch surfaces, including:

- **Back of house:** Door handles, light switches, dispensers, food contact surfaces, hand contact surfaces, sink taps and handles and utensils.
- **Front of house:** Door handles, light switches, dispensers, sneeze guards, menus, tables and chairs, counters, take away counter and register/credit card machines.
- **Bathrooms:** Door handles, light switches, dispensers, sink taps and handles, toilet seats and flushes.

Create a clear protocol for employees to follow and schedule frequent cleanings throughout the day as people may be able to contract COVID-19 by touching surfaces contaminated with the virus. Studies suggest that the virus can live on surfaces from a few hours to several days.

Below are some resources to help ensure your restaurant remains clean and hygienic to reduce the spread of COVID-19.



## Resources

COVID-19 and food safety: guidance for food businesses

Interim guidance  
7 April 2020

Food and Agriculture Organization of the United Nations | World Health Organization

**Background**

The world is facing an unprecedented surge from the COVID-19 pandemic caused by the SARS-CoV-2 virus. Information on the COVID-19 virus, its transmission and infection, the WHO's stance on food safety, and the WHO's guidance on the reduction of person-to-person transmission are available on the WHO website. The WHO's guidance on the reduction of person-to-person transmission includes the following: avoid close contact with people who are sick; avoid touching your face; avoid close contact with people who are coughing or sneezing; avoid eating, drinking, or sharing food or drinks with people who are sick; avoid sharing food or drinks with people who are coughing or sneezing; avoid sharing food or drinks with people who are coughing or sneezing; avoid sharing food or drinks with people who are coughing or sneezing.

**Potential transmission of COVID-19 via food**

It is highly unlikely that people can contract COVID-19 from food or food packaging. COVID-19 is a respiratory virus and the primary transmission route is through person-to-person contact and through direct contact with respiratory droplets produced during person-to-person contact.

There is no evidence to date of cases that were respiratory droplets from individuals who ate food. However, there is evidence to suggest that some individuals may have contracted COVID-19 from food. This is because food is a high-touch surface and can be contaminated with the virus. However, the virus is unlikely to survive on food for long periods of time.

**Download**

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# Dispenser placement recommendations

As you continue to operate during the COVID-19 pandemic, reinforce proper hand hygiene through optimal dispenser placement. Here are some guiding principles for areas in your restaurant.

**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.

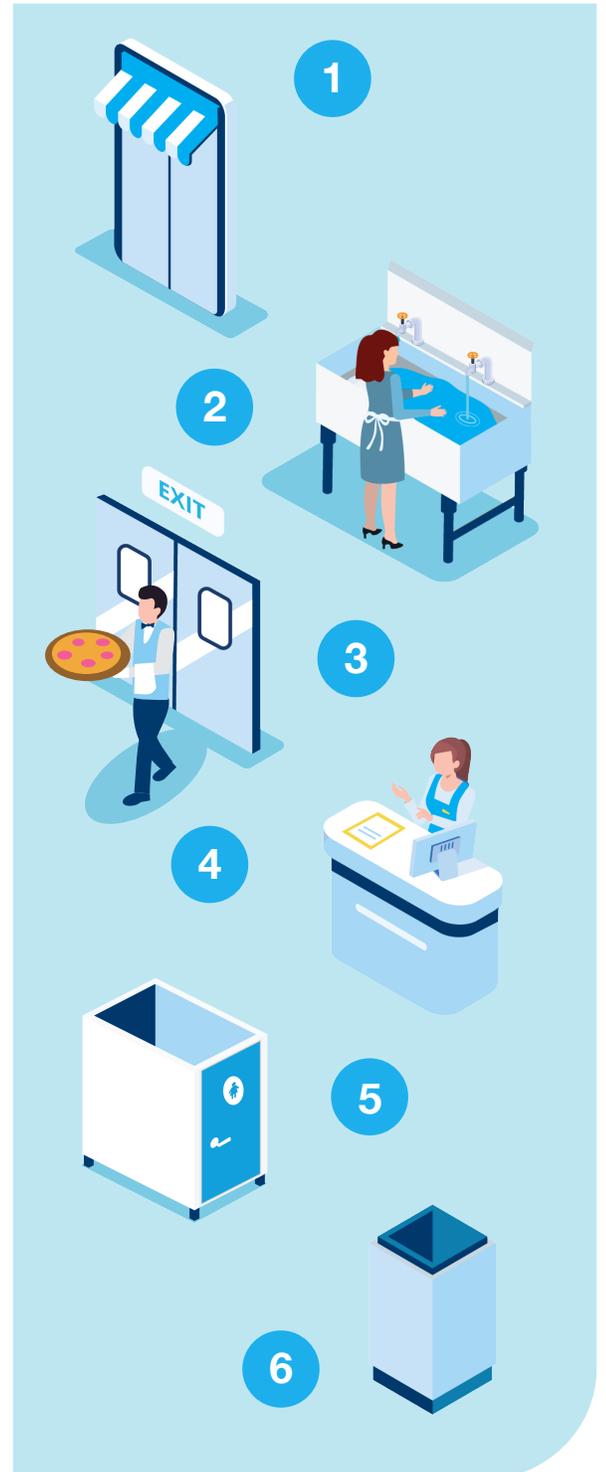
**2 Kitchen**  
Ensure there are fully stocked dispensers for soap and paper towels at handwashing sinks and smaller hygiene dispensers at individual workstations for easy access. Touch-free dispensers can reduce contamination and the spread of germs.

**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 during the pandemic. 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.





Think ahead.

**Washroom**

- Making the right impression while caring for your customers.
- Fully protected dispensers ensure high hygiene stands, protecting your guests from any risk of contamination.
- Tried and tested combinations give you an easy choice, reducing waste and consumption.



\*Also available in black.

<b>552500</b>	Tork PeakServe® Continuous™ Hand Towel Dispenser	Lower consumption thanks to one-at-a-time dispensing
<b>560000</b>	Tork Liquid and Spray Soap Dispenser	Certified effortless cleaning and intuitive refilling saves time
<b>682000</b>	Tork SmartOne® Twin Mini Toilet Roll Dispenser White	Single-sheet dispensing helps reduce consumption by up to 40%

**Back of House**

- Deal with everyday cleaning tasks quickly, without waste or hygiene risks.
- Our purpose-made wipers and cloths can help you tackle any task with confidence.
- Our skincare touchless systems avoid any risk of cross contamination, keeping your staff safe.



<b>473180</b>	Tork Reflex™ Single Sheet Centrefeed Dispenser	Reduce cross contamination risks because users only touch what they use
<b>560100</b>	Tork Liquid Skincare Dispenser – Arm Lever	Dispense soap without touching the dispenser for excellent hygiene, also available without arm lever
<b>654000</b>	Tork Folded Wiper/Cloth Dispenser	Wall mounted dispenser will help organise tight workplaces
<b>473178</b>	Tork Kitchen Cleaning Cloth	Heavy-Duty design protects your hands from heat

**Delivery/Takeaway**

- Solutions designed for busy on-the-go environments, where items need to be available close at hand.
- Xpressnap Fit® Dispensers support a faster service, when hygiene and swift maintenance are critical
- Hand sanitisers come in multiple and flexible solutions, suitable for any kind of environment and size, to be ready to use for staff, guests and riders.



<b>437263</b>	Tork Reflex™ Wiping Paper Plus	Multipurpose - handles general wiping tasks that require strength and absorbency*
<b>511103</b>	Tork Alcohol Gel Hand Sanitiser	Free standing pump bottle for flexible placement
<b>272901</b>	Tork Xpressnap Fit® Counter Napkin Dispenser	Made with durable and easy to clean materials that reduce maintenance and labour costs.

**Front of House**

- These solutions offer effortless, easy and convenient waste management and storage.
- Multipurpose wipers and cloths speed up your front-of-house cleaning tasks, improving quality of your guest experience.
- The Hygiene Floor Stand conveniently keeps hand sanitisers at hand for guests and employees, showing them you care about their wellbeing.



<b>272900</b>	Tork Xpressnap Fit® Tabletop Napkin Dispenser	A full size napkin is folded to fit the small footprint dispenser
<b>473188</b>	Tork Reflex™ Single Sheet Portable Centrefeed Dispenser	Reduce cross contamination risks because users only touch what they use
<b>194450</b>	Tork Coloured Long-Lasting Cleaning Cloths - Blue	Multipurpose cleaning cloth, also available in Red, Green & Yellow
<b>511060</b>	Tork Hygiene Floor Stand	The Tork Hygiene Stand helps improve hygiene in public spaces, suitable for dispensers S1, S2 & S4

**Get in touch**

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