

## SERVICE STANDARD

# COVID READY BEDROOM CLEANING PROCESS

1

### TIME

Additional cleaning time is allocated to each room to ensure thorough cleaning and inspection.

2

### SIMPLIFY

None essential items have been removed i.e cushions, bed throws and in room literature.

3

### DISTANCE

Rooms are only cleaned when vacant, stay over rooms are cleaned once every three days or on request.

4

### EQUIPMENT

One cloth per room policy in operation, reducing room to room transmission. Use of globally recognised chemical provider Admiral and staff wearing appropriate PPE including disposable gloves for cleaning.

5

### LINEN

All removed regardless of use and bagged in the room, fresh linen arrives bagged to minimise contact.

6

### BEDROOM/BATHROOM

Team trained to follow a detailed cleaning plan in every room regardless of use, ensuring all areas are cleaned every time.

7

### TOUCHPOINTS

Once cleaning is complete, a final clean of all touch points to ensure the room is guest ready.

8

### CERTIFICATION

Once the room is complete, management complete inspection and DMH certification is applied to ensure room remains secured until arrival.