



IMPERIAL REOPENING PREPAREDNESS GUIDE



As a cleaning company, we believe we have the responsibility of contributing to a healthier community. Our commitment to wellness surpasses our duty towards our clients and reaches every single company we have ever had contact with.

We recognize that our mission goes beyond providing a service. We must use our experience and expertise to help our world prepare and adapt to our new reality. We are facing challenging times, and we must overcome them as a single community.

We hope this manual equips you with practical steps and valuable knowledge.

Our team of specialists is ready and looking forward to assisting you in any possible way.



INTRODUCTION

Humankind was left with a puzzle. The COVID-19 pandemic reshaped our lives. Facility managers, business owners, and occupational health & safety inspectors were all caught by surprise, just like everyone else.

But, even during these challenging times, we are the ones who must come up with a solution, a way out, a plan to adapt the old obligations we all hold, like work, school, social interactions to our new reality.

It is our job to find a safe way to lead society back to “normal,” even though “normal” will look completely different from now on.

It can be overwhelming and confusing to establish the best practices to guarantee a safe return and continuous smooth operations. Considering that, Imperial experts created this manual to guide you through the best available options that are both practical and efficient to prevent contamination, address any potential casualties, and lead you through the reopening phase of your facility.



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01

Understanding crucial concepts: cleaning vs sanitizing vs disinfecting.

Cleaning vs. Sanitizing vs. Disinfecting

One is not better than the other; each serves different purposes for distinctive environments and demands.

Before the pandemic, custodial instructions such as keep a building "clean" or "sanitary" seemed to be enough in certain circumstances. Stricter standards could even be perceived as wasteful. The general public couldn't quite conceive the value or need of disinfection. Now, disinfection is not only relevant, but it is also essential to guarantee that businesses remain open.

It is urgent to educate ourselves on the cleaning and disinfection language so that we can make smart choices on the best plan for each facility.

So, what are the differences between cleaning, sanitizing, and disinfection, according to CDC?

Cleaning

Cleaning is the removal of germs, debris, impurities, dust, and dirt from surfaces. It does not necessarily kill germs but removes them, lowering their numbers and the risk of spreading infection. It is essential for the overall building wellness because it combats allergens and makes the environment less favorable for microorganisms.

Cleaning is sufficient to maintain low-risk surfaces that are not frequently touched, and therefore do not represent a contamination hazard. Windows (in/out), for example, are not a usual source of contamination.

It is crucial to consider the environment before assuming what is or isn't a high-risk surface. In an office, floors are not seen as high-risk surfaces, but the assessment changes if we consider a daycare.

Cleaning usually involves a mechanical action, like vacuuming, scrubbing, wiping, dusting.

Sanitizing

Sanitizing lowers the number of germs on surfaces or objects to a safe level that wouldn't affect our health. This process does not claim to completely kill the occurrence and growth of bacteria, viruses, and fungi, but it decreases the microorganisms of public health importance to levels considered safe.

This method is largely employed in food processing and preparation.

Cleaning is a mandatory step before sanitization. Cutting corners will compromise sanitization effectiveness because if the object is full of debris, the sanitizer will not have the necessary contact with the surface to fulfill its purpose.

Disinfecting

Disinfection kills microorganisms on a surface. The label of each chemical describes what microscopic organisms they terminate.

High-touch points are likely to harbor pathogens and promote contamination. To maintain those surfaces, we must clean and disinfect. Cleaning is required before disinfection to guarantee its effectiveness.

The Environmental Protection Agency provided a list (List N) disclosing all products that meet EPA's criteria for use against SARS-CoV-2, the virus that causes COVID-19.



IMPERIAL Pro-Tip

Some chemicals may function both as sanitizers and disinfectants. What dictates the result is the product concentration and the contact time with the surface.

If you decide to make ready-to-use wipes available at your facility, be attentive to how long it takes for it to dry/evaporate because this directly affects surface contact time and its effectiveness.



02

Customer Preparedness Checklist

We have developed this preparedness guidance in a checklist format so you can use it as a tool to measure what protocols are already in place and which ones you can implement.



IMPERIAL Pro-Tip

All measures to slow the spread of the virus rely on social distancing, prevention hygiene, and frequent cleaning & disinfection.

What you should consider when preparing your Employees for a safe reopening per OSHA & CDC guidelines.

INFORMATION, STAFFING & OPERATIONS

- Develop emergency communication plans, including a forum for answering workers' concerns and internet-based communications if feasible.
- Provide workers with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., cough and sneeze protocol and care of PPE). Collaborate with workers to designate effective means of consistently communicating important COVID-19 information.
- Train your employees on how to properly wash hands, wear and remove face mask, clean and disinfect their workstations, practice social distancing, and understand the new company policies

- Train workers who need to utilize PPE on the use and context of their current and potential duties. Training material should be easy to understand and available in the appropriate language and literacy levels for all workers.

- Instruct employees to notify their supervisor in case of symptoms.

- If employees feel sick, instruct them to stay home.

- Ensure that psychological and behavioral support is available to address employee stress.

SOCIAL DISTANCING

- Practice social distancing by avoiding large gatherings and maintaining a distance of approximately 6 feet (or 2 meters) from others when possible. Minimize contact among workers, clients, and customers by replacing face-to-face meetings with virtual communications and using telework if feasible.

- Avoid handshaking – encourage the use of other non-contact methods of greeting.

HYGIENE PROTOCOLS

• Require regular hand-washing with soap and water or use of alcohol-based hand sanitizer, especially after touching frequently used items or surfaces. Workers should always wash hands when they are soiled and after removing any PPE. Post hand-washing signs in restrooms and all breakrooms as a reminder. A good option is to schedule hand-washing breaks for employees at least every hour.

• Instruct employees to avoid touching their face and to sneeze or cough into a tissue, or the inside of their elbow.

• Provide face masks to all suspected and ill employees and/or customers to contain respiratory secretions until they are able to leave the workplace. In the event of a shortage of masks, a reusable face shield that can be decontaminated is an acceptable method of protecting against droplet transmission.

CLEANING & DISINFECTION

• Disinfect frequently used items and surfaces as much as possible.

- Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.

What you should consider when preparing your Facility for a safe reopening per OSHA & CDC guidelines.

INFORMATION, STAFFING & OPERATIONS

- Monitor public health communications about COVID-19 recommendations and ensure that workers have access to that information.

- Make informational posters available through your facility, considering successful communication through multiple language versions if necessary.

- Minimize non-essential travel and adhere to CDC guidelines regarding isolation following travel.

- Disinfect frequently used items and surfaces as much as possible.

- Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.

- Strongly consider special accommodations for personnel who are members of a vulnerable population.

- Require sick workers to stay at home.

FACILITY ADJUSTMENTS

- Consider what items can be moved or removed completely to reduce frequent handling or contact from multiple people (coffee creamer pots, for example).

- When possible, consider reducing the use of porous materials used for seating, leaving some doors open to reduce touching by multiple people, opening windows to improve ventilation.

- Install physical barriers, such as clear plastic sneeze guards.

- Close common areas where personnel are likely to congregate and interact, or enforce strict social distancing protocols.

- Consider adding touch-less dispensers in all restrooms, replacing air hand dryers with towels; touch-less door openers; touch-less faucets and toilet flushometers; touch-less waste baskets.

- Consider providing pre-packaged utensils in single dispensing unit in all breakrooms and cafeterias.

- If possible, increase air exchange in the building.

SOCIAL DISTANCING

- Prevent large groups from entering or leaving the building at the same time. Consider creating directional workflow patterns for employees entering the workplace and throughout.

- Utilize a modified schedule to avoid high volume or density. Establish alternative days or extra shifts that reduce the total number of employees in a building or facility at a given time, allow them to maintain safe distancing.

- Avoid non-essential visitors. Limit visitors' access to specific areas such as cafeterias, designated conference rooms, and lobbies.

HYGIENE PROTOCOLS

- Place posters that encourage hand hygiene and coughing/sneezing protocol to help stop the spread at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- Make hand sanitizer and hand-wash stations available in high traffic lobbies, restrooms, breakrooms, cafeterias, stairwells, elevators, conference/meeting rooms, and office areas to encourage hand hygiene.
- Make face masks available to employees. Before choosing a model to distribute, run tests to ensure they are comfortable and do not interfere with workflow.

CLEANING & DISINFECTION

- Clean and disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Clean surfaces prior to disinfection.
- Provide disposable disinfectant wipes so that commonly used surfaces (e.g., doorknobs, keyboards, remote controls, desks, other work tools, and equipment) can be wiped down by employees before and after each use.

A person wearing a full white protective suit, a 3M respirator mask, and safety glasses is using a handheld white device. The background is a dimly lit room with wooden doors.

03

Imperial Preparedness

How we are preparing our Specialists to serve your facility at the reopening phase.

Proper training proves to be the most efficient preparation measure. We are providing our Specialists with detailed updates on COVID-19 and specific training on appropriate disinfection procedures, safety, and precise customer requirements.

COVID-19 & Disinfection Training: a quick overview

Section	Training Topics
1	<p>COVID-19 Training</p> <ul style="list-style-type: none">* Prevent Getting Sick<ul style="list-style-type: none">- Protect Yourself- Social Distancing * If you are sick<ul style="list-style-type: none">- What to do if you are sick- When it is safe to be around others- Quarantine & Isolation * What to do if tested positive for COVID-19. * Workforce Screening/ Ready Work Form

Section	Training Topics
2	<p data-bbox="715 356 1029 389">Disinfection Training</p> <ul data-bbox="715 434 1165 543" style="list-style-type: none"><li data-bbox="715 434 954 461">* PPE requirements<li data-bbox="715 476 1165 502">* Disinfection Specialist procedures<li data-bbox="715 517 1145 544">* Electrostatic Sprayer procedures
3	<p data-bbox="726 722 1125 789">Specific customer requirements if applicable</p>

Our ongoing procedures to maintain consistent safety deliverables.

Imperial Representative Compliance for customer visitation

Imperial Building Maintenance uses a questionnaire to ensure that every employee visiting your facility is in compliance with the following requirements:

- The employee has not travelled internationally to any affected Level 2 or Level 3 areas (as designated by the Centers for Disease Control and Prevention) in the last 14 days and are not subject to quarantining or some other travel restriction by a state/local government/health agency.
- The employee will not report to any customers' sites if they are sick, especially if they have significant and severe lower respiratory tract disease (pneumonia) with a fever of unknown origin, have lost their sense of taste or smell, have other symptoms of COVID-19 or have recently been in direct contact with a person who has tested positive for COVID-19.
- While on site, employee must follow training guidance and practice proper cough/sneeze etiquette to avoid the spread of germs.
- Employee must wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing their nose, coughing, or sneezing.

Business Continuity Plan

Don't wait for a confirmed case of COVID-19 to act. In the event of exposure, we are ready to respond with a powerful Reactive Plan, but reducing the risk of exposure to COVID-19 is only achievable by an ongoing program for cleaning and disinfection on a scheduled consistent basis. For that, Imperial is your biggest partner maintaining indoor wellness.

After assisting with the reopening of your facility, our role is to maintain your business safely operating. The key to a successful Disinfection Program is well-trained personnel, superior equipment, proper chemicals, and repetition.

Adapting to the latest official guidelines

Besides maintaining a consistent protocol, our staff is committed to accompanying and implementing official channels' guidelines. We are on top of the latest developments and ready to make all necessary adjustments.

We will continue to rearrange your Cleaning & Disinfection Program based on updated guidance and your current circumstances.



04

**What to do if there is confirmed
COVID-19 exposure in your building**

1. Isolate exposed areas and increase air circulation

Close off areas used by ill persons and wait as long as practical before starting cleaning and disinfection protocols to minimize the potential for exposure to respiratory droplets. CDC instructs to wait 24 hours before cleaning and disinfecting.

Open outside doors and windows to increase air circulation in the area.

2. Notify Imperial representative:

We are available 24/7, so please reach out to us immediately. Notify our Area Manager that an employee or other on-site provider has tested positive for COVID-19.

To protect the privacy of employees, contractors, and other on-site consultants, please do not disclose the identity of individuals that have received positive test results. We will personally work with you to develop a site-specific plan, including an extensive overall cleaning and disinfection of your entire building.

3. Trust our expertise

We have qualified personnel that follows a strict training schedule and adheres to procedures for infection prevention.

Our Specialists comprehend the proper use of Personal Protective Equipment (PPE) such as respirators, suits, facial protection. They are ready to respond to your call for more extensive disinfection measures.

We significantly invest in cutting-edge equipment that allows for the thorough and efficient disinfection of your facility.

Our Disinfection tools are color-coded microfiber cloths that diminish the risk for cross-contamination and electrostatic sprayers.

Our disinfectants are CDC-approved with broad spectrum kill claims that are safe and effective. They are registered under EPA's List N for Products with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2 . They are proven effective in killing many bacteria, viruses, and fungi.

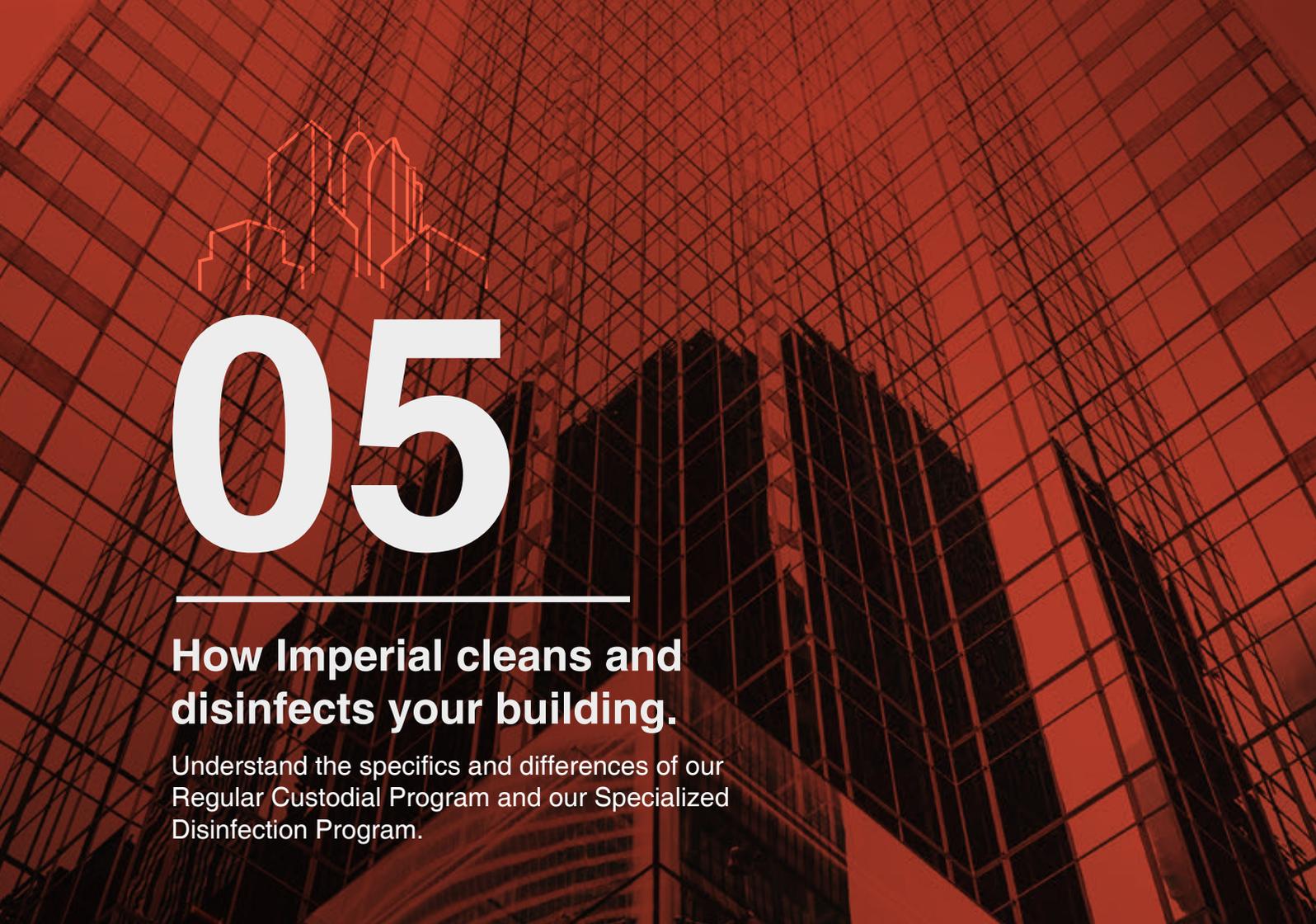
4. Share your actions and policies to ensure safety

Transparency is incredibly important to employees, especially when addressing workplace health and safety matters that affect the collective wellbeing.

Utilize standard companywide communication channels to inform your employees and other on-site personnel that you are utilizing a proactive approach by taking necessary steps that include cleaning and disinfecting collective 'touch-points' and frequently used areas more stringently.

Conveying a calm and clear message will minimize any sense of panic, provide reassurance, and hopefully result in minimal disruption to company operations.

As your janitorial partner and provider, we are committed to providing a clean and sanitary workplace for your employees, as well as additional services in the unfortunate event of employee infection.



05

How Imperial cleans and disinfects your building.

Understand the specifics and differences of our Regular Custodial Program and our Specialized Disinfection Program.

Regular Custodial Program (RCP)

We noticed that a common question among our customers is:

"Does my Regular Custodial Program offered by Imperial deliver any level disinfection?"

And the answer is yes. Our RCP is performed by our four Cleaning Specialists:

1. **Light Duty Specialist**
2. **Vacuum Specialist**
3. **Restroom Specialist**
4. **Utility Specialist**

The quantity of each Specialist working at your facility alters depending on the size of your building, the layout, floor type, number of restroom fixtures, desired task frequency, and other variables. Our systematic approach to cleaning offers many benefits, but we will now focus on its disinfection aspect.

As part of our RCP, three of our four types of Specialists utilize disinfectant on their routines following the frequency and schedule established on your SOP.

- **Light Duty Specialist:** using a green microfiber cloth, the Specialist wipes down surfaces using a disinfectant.

- **Restroom Specialist:** using a pink microfiber cloth, the Specialist cleans restroom fixtures, sinks, counters, partitions, light switches, and door handles using a disinfectant. With a white cloth and the same chemical, the Specialist cleans toilets and urinals.

- **Utility Specialist:** using a damp mop, the Specialist mops the floor using a neutral disinfectant cleaner.

Some areas, such as restrooms, cafeterias, breakrooms, entrances, exam rooms, and conferences, usually receive a detailed daily cleaning, but depending on your SOP, some spaces are detailed cleaned once a week and routinely cleaned the other days.

So, Imperial always made an effort to provide reasonable disinfection and exceptional attention to detail cleaning. Still, the COVID-19 threat boosted the necessity to potentialize these actions and promote a safe indoor environment. Cleaning alone is not enough. The bar is raised for disinfection expectations, and we must be responsible, responsive, and accompany CDC guidelines.

Our **Disinfection Specialists**, that once primarily served Medical Facilities and Cleanrooms and did not participate in Regular Custodial Programs, are now prepared also to support offices, schools, and manufacturers through our Specialized Disinfection Programs:

Specialized Disinfection Program (SDP)

The critical factors for a successful disinfection program are:

- highly trained personnel;
- appropriate chemical usage;
- consistency through repetitive disinfection visits.

Areas of Disinfection

Before addressing the types of disinfection services we offer, let's first differentiate General and Individual Areas.

General Areas

General Areas include all high-touch surfaces that are accessible to the general public. Examples of these areas are doorknobs, arms of reception chairs, light switches, copy machines, elevator buttons, stair railings, common area telephones, coffee pot handles and dispensers, water cooler buttons, paper goods dispensers, faucets, ATMs, vending machines.

Individual Areas

Individual Areas comprehend personal workstations, cubicles, offices, and desks.

Models of Disinfection Services

Imperial offers two different disinfection delivery methods. Besides that, variations will occur based on the frequency and the time of the day you choose to perform the service.

01. Wipe down disinfection

Imperial Disinfection Specialist will clean designated surfaces with elements Neutral 04 Disinfectant Cleaner to remove any debris. Following that, the Specialist will spray the surface with said chemical following the recommended contact time.

The elements Neutral 04 Disinfectant Cleaner is a disinfectant, virucide, fungicide. It is displayed under List N for Products with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2, registration number 10324-154-8325.

1.1. Consider General and Individual Areas

When considering this option of disinfection, weigh the areas you would like to address.

For example:

Do you want us to wipe down only high-touch points in General Areas and have your associates care for their Individual workspace? Or would you like Imperial to disinfect both General and Individual Areas?

1.2. Consider the Time of the Day

a) After business hours disinfection

Including Disinfection Specialists to your night cleaning is a smart choice because it allows for a thorough service that will leave your facility ready for the following day.

b) During business hours disinfection

Where there is human traffic, there is also a chance for contamination.

Having a Disinfection Specialist wiping down high-touch points during business hours helps minimize even more the spread of pathogens and reassures your colleagues and customers that you are taking real measures to protect them. Their visibility increases peace of mind and encourages each individual at your building to be mindful of their particular preventive measures.

The Disinfection Specialist is dedicated to constantly wipe down General Areas, being attentive to restrooms, cafeterias, breakrooms, conference rooms after meetings, common areas, and any specific requests.

02. Electrostatic Sprayer

The Electrostatic Sprayer is the cutting-edge technology to disinfect your building thoroughly. The electrostatic delivery system allows 360° coverage that cleans around curved and hard-to-reach surfaces.

It covers a much larger area that would be unrealistic to achieve with a hands-on wipe down or larger and uncharged drops from a regular fogger/ sprayer.

The electrostatically charged droplets create a field in the spray plume that is magnetically drawn to any surface within 6 feet.

With an attraction coefficient 15 times greater than gravity, the electrostatic force field is so powerful the plume reverses direction to coat hidden and hard-to-reach surfaces that would typically be missed by conventional spraying or misting equipment.

The Disinfection Specialist first dilutes the Disinfection Tablets (PUR TABS) in water. A tank containing that solution is attached to the Electrostatic Sprayer.

PUR TABS' EPA registration number is 71847-6-91524 and is under EPA's List N with an exceptional contact time of 1 (one) minute.

Equipped with proper PPE, our trained Disinfection Specialists will use the machine throughout your whole building, disinfecting all areas and surfaces.

We understand you don't need more empty data or unrealistic suggestions.

We are committed to providing you with organized strategies that are practical and tend to your facility peculiarities.

We are looking forward to assessing your building and delivering a detailed Cleaning and Disinfection Program.

Please reach out to us to discuss a Specialized Disinfection Program for your facility.

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