The virus responsible for COVID-19 can remain on many surfaces for different lengths of times. It is easily killed and cleaned away by normal cleaning and sanitisation practices.
There are **three levels** of cleaning. Each is important to ensure the **health and safety** of guests and staff.

<table>
<thead>
<tr>
<th>CLEANING</th>
<th>SANITISING</th>
<th>DISINFECTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Removes the dirt and debris from a surface</td>
<td>• Kills a high percentage (99%) of germs that are on a surface</td>
<td>• Kills a higher percentage (99.99%) of germs on a surface</td>
</tr>
<tr>
<td>• Involves soaps and detergents</td>
<td>• Can be done by heat or chemicals</td>
<td>• Done with a chemical and requires a certain amount of contact time</td>
</tr>
<tr>
<td>• Removes germs like bacteria or viruses but</td>
<td>• May not eliminate all the presence of bacteria, viruses and mould and</td>
<td>• Items that will contact food or be used in the mouth must be rinsed</td>
</tr>
<tr>
<td>does not necessarily kill them</td>
<td>does not prevent growth</td>
<td>after disinfecting</td>
</tr>
</tbody>
</table>

**THE CLEANING PROCESS**

Routine detergents and disinfectants are sufficient to remove and kill COVID-19.

⭐ Always follow the instructions on the cleaning agents for how to dilute and apply to different surfaces.

1. **Start by cleaning the surface of any dirt or visible soiling.**
   - Use a clean cloth or sponge
   - Use warm or hot water
   - Use an appropriate soap or detergent for the surface

2. **Make sure to change the water and cloth or sponge frequently.**
   - Remember to disinfect the sponge or cloth before reuse

3. **After cleaning the surface, or if not visibly soiled, it can be sanitised or disinfected.**
   - Bleach (sodium hypochlorite) should be diluted to 0.1% and in contact with surfaces for 10 minutes
   - Alcohol used should be at least 70% and should be allowed to dry on the surface to be effective
High-touch surfaces should be cleaned as soon as they are soiled and disinfected regularly.

There should be a frequent cleaning schedule to clean floors, carpets, elevators, trash, and furniture. Keep cleaning supplies like wipes and hand sanitiser where they can be easily accessed by staff and guests.