

GBAC STARTM Facility Accreditation Program

Protocols for Hotels

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The cleaning industry's only outbreak response and recovery accreditation.

ACCREDITATION EMPOWERS
FACILITY OWNERS AND
MANAGERS TO ASSURE
WORKERS, CUSTOMERS, AND
KEY STAKEHOLDERS THAT THEY
HAVE PROVEN SYSTEMS IN
PLACE TO DELIVER CLEAN AND
HEALTHY ENVIRONMENTS THAT
ARE SAFE FOR BUSINESS.

Patricia Olinger
Executive Director of GBAC

About GBAC, a Division of ISSA

Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response, and recovery, the Global Biorisk Advisory Council (GBAC), a division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance, and leadership to government, commercial and private entities looking to mitigate, quickly address, and/or recover from biological threats and real-time crises. The organization's services include biorisk management program assessment and training, Forensic Restoration® response and remediation, the GBAC STAR™ facility accreditation program, training and certification of individuals, and consulting for building owners and facility managers. For more information, visit www.gbac.org.

About ISSA

With more than 9,300 members—including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its members

with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line. Headquartered in Northbrook, Ill., USA, the association has regional offices in Mainz, Germany; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China. For more information about ISSA, visit www.issa.com or call 800-225-4772.

The GBAC STAR™ Facility Accreditation Program

Reopen your facility with confidence: the cleaning industry's only outbreak response and recovery accreditation.

The Gold Standard Of Safe Facilities: To achieve GBAC STAR™ accreditation, facilities must demonstrate compliance with the program's 20 elements, which range from standard operating procedures and risk assessment strategies, to personal protective equipment and emergency preparedness and response measures.



Establish and maintain a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).



The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.



Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.



This GBAC STAR™ Event/Convention Center template is intended to provide process and procedural options for cleaning, disinfection and infectious disease prevention for event and convention facilities. These are guidelines to assist a facility with its GBAC STAR accreditation process.

GBAC will continue to monitor information from international health associations, organizations and regulatory agencies, and will communicate changes, requirements and recommendations as the situation evolves. GBAC will communicate to GBAC STAR Facilities via GBAC STAR communications networks.

Protocols

It is recognized that some guidelines may be considered restrictive as facilities initiate the re-start of their businesses. In general, GBAC STAR templates will be changed and updated based on public health advice, personal protective equipment (PPE) recommendations or requirements, social distancing requirements and other recommendations, and will be implemented to be consistent with business needs.

It is also recognized that in many facilities a service contractor will service the show floor areas and the facility may service the common areas of the property. This program is designed to ensure there is no disruption of services, as both contractors and facilities will have GBAC- or otherwise-trained and competent technicians on staff.

A full list of approved Personal Protective Equipment can be found here.

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Hotel Protocols:Common Areas

General Considerations

Hand Sanitization

Current public health guidelines outline the need for appropriate hand hygiene accomplished by hand washing and/or the use of hand sanitizers. While handwashing with soap and water is the preferred option for hand hygiene, the number of handwashing facilities is normally limited and the use of portable hand wash facilities might not be feasible in all locations.

Method — Approved hand wipes and alcohol-based hand sanitizer.

 Location — Hand sanitizer station locations and capacity needs must be based on occupancy needs, usage records and user feedback. The nunber of units can also be adjusted, based on usage records.

Hand sanitizer station locations — examples may include but not limited to:

- At every entrance one or more station depending volume.
- All public corridors one every 200 feet, with a minimum of one per aisle.
- Meeting rooms as a general guidance one for every 100 people scheduled in the room, one should be placed at every entrance.
- Lobbies one per 5,000 square feet of lobby space.
- At the entrances of all Food and Beverage locations.
- At all elevator banks and escalators (note position so as to not interrupt traffic flow).
- At employee time clocks and entrances, and employee dining areas, based on use.
- Units must be replenished frequently. It is recommended that stations are checked initially every two hours during the event and inspection frequency be adjusted based on usage.

Social distancing

GBAC will continue to monitor information from international health associations, organizations and regulatory agencies, communicating to GBAC STAR facilities. Through GBAC communication networks, opportunities to discuss strategies and ideas of how to achieve social distancing goals will be provided.

Strategies — When social distancing is required, the venue or the Event Security Contractor should implement controls to assist in accomplishing social distancing goals. Strategies such as, but not limited to:

- Signage shall be placed throughout the venue asking everyone to keep a respectful social distance from others.
- Adding floor markings to aid in queuing at the lobby, registration desk, restrooms, exhibitor booths and any other attendee queue locations. Stanchions with 6-foot belts may also be used in these locations to designate appropriate distancing.
- Spacing of seating and tables where applicable.

Gloves & Masks

When required by local, regional, or national public health authorities or when required by GBAC STAR program risk assessment, masks may need to be worn by conference attendees, exhibitors and/or support staff. Wearing gloves may also be required for certain activities. The event management and/or venue shall be prepared to provide in appropriate sizes, when required.

Signage

The facility shall maintain a list of signage associated with their GBAC STAR program. The list should include the locations and description of the signage at each location. This is to ensure the signage is in place and maintained during the event. A list makes this easy to audit during the event. Examples might include but not limited to:

- Rules and recommendations for the day, include use or no use of PPE.
- · Social distancing and face mask reminders.
- Handwashing reminders in restrooms.
- "Don't touch your face" reminders.
- Notify event security about concerns.
- GBAC STAR Facility signage to remind people that this is a GBAC STAR Facility.

Floor Care

In addition to current protocols of floor care for both hard surfaces and carpet, special attention should be made for, but not limited to:

- The use of HEPA vacuums on all carpet, followed by spray disinfection using facilityapproved spray technology and approved disinfectants compatible with the materials being disinfected when required by GBAC STAR program risk assessment;
- The use of approved floor scrubbers, mops and tools with approved chemistry on hard floor surfaces. The cleaning and disinfecting of hard surfaces floors is critical.
- Frequency of cleaning will depend on usage and local risk assessment and/or official requirements.

Temperature Monitoring Program

When required, temperature monitoring stations at venue entrances and employee entrances may be implemented. These can be automated or implemented by a security officer with a temperature-scanning device. Communication is essential and clear instructions on requirements need to be provided in advanced (e.g. no entrance for individuals with elevated temperatures).

Medical emergency response plans should include responding to ill guests, exhibitors and employees, and an isolation room may be considered. exhibitors, and employees, and an isolation room may be considered.

Public Self-Serve Water Stations

Public self-serve water stations with touch points *should not* be permitted.

Guest Rooms:

Disinfection Following Checkout

Step 1: Prior to entering the room, the GBAC STAR certified Disinfection Technician treats door, handle, and lock.

Step 2: Disinfection Technician enters guest room.

• Document room disinfection hotel documentation system for records.

Step 3: Disinfection Technician, wearing required PPE, begins spray disinfecting all surfaces in guest room, starting at the back of the room working toward the bathroom, then the exit door.

Surface sanitation might include but is not limited to:

- Wallcoverings
- Closet doors (open)
- · Drawer and door handles
- Safe door (open)
- Hanger rod
- Shelving (Drawers, if present —both open)
- Refrigerator, if present:
 - Spray inside & close.
 - · Spray outside.
- Trash cans
 - If there is a plastic bag, remove bag and leave for housekeeping.
 - · Spray trash can.
- Sanitize the bed, sheers/drapes, & decorative FFE.
- All touch points, light switches, lamps, phone, TV controls, etc.

Bathroom disinfection surfaces might include but not imited to:

- Bathroom door and handles (front and back).
- Shower curtain or doors.
- Terry, toilet paper, and any unused consumable items in place.
- All other surfaces including (but not limited to):
 - Countertops
 - Faucets
 - Stool
 - Floor
 - Tub and shower surfaces

When all surfaces have been sprayed, exit bathroom and continue treatment of guest room.

Disinfection using approved systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with appropriate disinfectants

Step 4: Treat all carpets, working from the back of the room to the front.

Step 5: Exit room.

 Rooms must be allowed to remain empty before Room Attendant enters based on the chemistry being used. Typically, this takes 5-10 minutes.

Step 6: Mark room with identifying door tag to signify treatment completed.

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Guest Rooms:Cleaning Following Disinfection

Step 1: Room attendant or housekeeper enters room with required PPE (see page 6).

Step 2: Removes door tag denoting that room has been sanitized.

Step 3: Document room cleaning has started in hotel documentation system.

Step 4: Enters room and removes linens and trash.

• Place linens carefully in the laundry bag while in the room.

· Do not shake linens while handling.

Step 5: Commence with room/bathroom cleaning with approved chemicals.

Step 6: Replenish all guest amenities and linens as needed.

Step 7: Remake guest bed.

Step 8: HEPA vacuum sanitized floor as last step prior to exiting.

Step 9: Exit room.

Step 10: Document that the guest room has been sanitized and cleaned within the hotel documentation system.

Step 11: Place card to denote room is completely clean and sanitized

• Example: Hyatt - GBAC STAR

Daily Cleaning

Step 1: Room attendant or housekeeper enters room with required PPE.

Step 2: Bag all trash, excluding all unused consumable items.

• Example: notepad paper

Step 3: Remove soiled linens. Place linens carefully in the laundry bag while in the room.

· Do not shake linens while handling.

Step 4: Commence with room/bathroom cleaning with approved chemicals.

Pay careful attention to all touch points.

Step 5: Replenish all guest amenities and linens as needed.

Step 6: Remake guest bed.

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Step 7: HEPA vacuum floor as last step prior to exiting the guest room.

Step 8: Document that the guest room has been sanitized and cleaned within the hotel documentation system.

Step 9: Place card to denote room is completely clean and sanitized

• Example: Hyatt - GBAC STAR

Lobbies:Daily Cleaning

Step 1: Lobby Attendant enters lobby area wearing approved PPE.

Step 2: Remove all trash.

Step 3: Commence area cleaning with approved chemicals and equipment.

· Pay careful attention to all touch points.

Step 4: Hand sanitization stations need to be checked that they are in place and replenished. It is recommended that stations are checked every two hours during high-occupancy times.

 Frequency can be adjusted upon actual usage needs; this should be documented.

 At least one hand sanitization should be located at every hotel entrance — more than one should be considered based on usage records.

Step 5: HEPA vacuum carpets when and where applicable.

Step 7: Use floor scrubbers/mops when and where applicable

Step 8: Ensure signage or table tents are placed in lobby indicating that the Venue is a GBAC STAR Facility.

Step 9: Document that lobby cleaning has completed in hotel documentation system.

Disinfection

Note: this is usually completed at night.

Step 1: Disinfection Technician enters lobby area wearing approved PPE.

Step 2: Remove all non-custodial personnel while area is being treated.

Step 3: Disinfection Technician begins spray disinfecting all surfaces in lobby.

 Large lobbies may need to be sectioned off and completed section by section.

Step 4: Disinfection using systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved disinfectant(s).

Hotel lobbies vary from hotel to hotel – from small intimate spaces to grand, large-scale lobbies. Special attention must be made for several reasons: It is the first thing our customers see when entering the hotel and also one of the areas that gets the most traffic.

At least one hand sanitization station should be located at every hotel entrance.

More than one should be considered depending volume of traffic.

Areas and objects to be treated are to be determined by Risk Assessment and/or official requirements. Surface disinfection might include but is not limited to:

- Registration/Reception desk
- All doors in lobby area including entrance/exit doors
- · Drawer and door handles
- Flooring
- Walls (up to 8 feet)
- Tables
- Chairs
- Trash cans
- All touch points, light switches, lamps, phones, etc

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Public Restrooms:Daily Cleaning

Step 1: Restroom Attendant enters bathroom area wearing approved PPE (see page 6).

Step 2: Remove all trash.

Step 3: Gather all soiled linens and place in laundry bag.

Step 4: Commence with room cleaning with approved chemicals (see approved list).

Pay careful attention to all touch points.

Step 5: Replenish all items as needed.

Step 6: Use floor scrubbers and/or mops when and where applicable.

Step 7: Ensure signage is in place including GBAC STAR and personal hygiene signage (e.g., "Remember to Wash Your Hands").

Step 8: Document that bathroom cleaning has completed in facility documentation system.

Disinfection

Step 1: Disinfection Technician enters restroom wearing approved PPE.

Step 2: Restrooms should be cordoned off during spray disinfection service.

Step 3: Starting at the back of the restroom, the disinfection technician begins disinfecting all surfaces in restroom.

Step 4: For each stall, doors, door handles, stools, urinals, must be spray disinfected.

Step 5: All other surfaces, which might include but not limited to:

- Countertops
- Faucets
- Hand dryers
- Paper towel dispenser

Common Hallways:Daily Protocol

- Hallways are vacuumed daily using a HEPA vacuum.
- Ensure hand sanitization stations are in place and dispensers are full.
- Hallways will be sanitized/disinfected nightly using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant.
- Floors and touch points will be treated.

Elevators:

Daily Cleaning

Elevator areas should be checked frequently during high-occupancy times. Set a schedule, and document that the activity has been completed.

- During high occupancy it is recommended that elevator lobbies and elevators are checked and cleaned every two hours.
- Elevators will be cleaned with high attention to touch points (e.g. elevator buttons, railings).
- Elevator lobby floor surfaces will be cleaned/HEPA vacuumed daily.
- Hand sanitization stations need to be checked that they are in place and replenished as needed.
- At least one hand sanitization station should be located at every elevator entrance.
- Escalators are checked and cleaned every two hours.
- Document that lobby cleaning has completed.

Disinfection

- Elevator lobby areas will be sanitized/disinfected daily, at a minimum. This includes all touch points, buttons and floors.
- Escalator rails should be sanitized/disinfected daily, at a minimum.
- Elevator Lobbies will be sanitized/disinfected using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant nightly, at a minimum.
- Elevators will be sanitized/disinfected using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant nightly, at a minimum.

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Meeting Rooms:After Each Use

Step 1: Room Attendant enters meeting room wearing approved PPE.

Step 2: Bag all trash, excluding all unused consumable items.

• Example: notepad paper

Step 3: Commence room cleaning with approved chemicals.

 Pay careful attention to all touch points including electronics and AV equipment (see note).

Step 4: Replenish all items as needed.

Step 5: Hand sanitization stations need to be checked that they are in place and replenished as needed.

 At least one hand sanitization station for every 50 people scheduled within the meeting room.

Step 6: Floor surfaces will be cleaned/HEPA vacuumed as last step prior to exiting the meeting room.

Step 7: Place tag on door that room is ready for sanitization and Disinfection Technician.

Step 8: Document the meeting cleaning has been completed.

Disinfection

Step 1: Disinfection Technician enters meeting room wearing approved PPE (see page 6).

Step 2: Areas and objects to be treated are to be determined by the risk assessment and/ or official requirements. Disinfection technician begins sanitizing/disinfecting all surfaces in meeting room starting at the back of the room and working toward the exit door. Disinfect using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant(s). Compatibility with sensitive equipment (e.g., AV equipment) is to be determined.

Meeting room surface disinfection might include but not limited to:

- Flooring
- Walls (up to 8 feet up)
- Closet doors (open)
- Drawer and drawer handles
- Podium

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- Tables and chairs
- Trash cans
- All touch points, light switches, lamps, phone, TV controls, etc.

Step 4: Mark room with identifying door tag to signify room is completely clean and disinfected (Event – GBAC STAR card)

Note: Follow manufacturers recommendations for electronics and AV equipment regarding cleaning and disinfection. This includes, but is not limited to, clickers, keyboards, pointers, AV equipment and microphones. Some equipment may need to be hand-sanitized and disinfected; some may be able to be spray-disinfected.

Casino Protocols:Common Areas

General Considerations

Hand Sanitization

Methods: Hand wipes, alcohol hand sanitizer and hand sanitizer stations should available on the casino floor.

- Alcohol hand sanitizer should be made available at each casino table.
- Disinfectant wipe stations should be made available at the end of every slot machine row for individuals to wipe slot machines and video games prior to use.

Signage

- Encourage social distancing.
- Hand washing reminders.
- "Don't touch your face" reminders.
- Hotline number

Gloves & Masks

Dealers & waitstaff must wear masks :

 Dealers are required to use hand sanitizer.

Social distancing

Social distancing is encouraged on the casino floor. Signage should be placed throughout the property asking everyone to keep a respectful social distance from others. Limit the number of people in all spaces. Examples of administrative controls to encourage social distancing:

- Close two out of every three slot machines.
- Remove chairs to minimize the number of people on table games.
- Limit the number of individuals in spaces.

Chip, Cards, & Dice

Casino chip disinfection plan:

 Disinfection at least once daily.

Casino card replacement plan:

Replacement every 24 hours.

Dice disinfection program:

 Disinfection after each player handles dice.

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Casinos:Daily Cleaning

Step 1: Casino Attendant enters casino wearing approved PPE (see page 6).

Step 2: Document casino cleaning has started in hotel documentation system.

Step 3: Bag all trash.

Step 4: Commence with casino cleaning with approved chemicals.

Pay careful attention to all touch points.

Step 5: Hand sanitization stations need to be checked for proper placement and replenished as needed.

Step 6: Disinfectant wipes stations should be checked and replenished as needed.

Step 7: HEPA vacuum sanitized floor.

Step 8: Document that casino cleaning has been completed in hotel documentation system.

Disinfection

Step 1: Disinfection Technician enters casino wearing approved PPE.

Step 2: Disinfection Technician begins spray sanitizing all surfaces in casino using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant(s).

Step 3: All gaming equipment to be secured prior to spray disinfection.

• Spacing is in accordance to the chemistry and equipment requirements.

Step 4: Casino surface sanitation might include but not limited to:

- Flooring
- Wallcoverings (8 feet) up)
- Doors
- Tables paying close attention to edges and rims.
- Chairs
- Trash cans
- All touch points, light switches, lamps, phones, etc.
- Work from one side of the room to the opposite side of the room.

Cafés, Restaurants and Bars

General Considerations

Restaurants and bars should continue to clean and disinfect in accordance with property protocols with special attention to the following:

- Wait staff, porters, bus staff, wait assistants, bartenders must clean, sanitize and disinfect using approved disinfectants in accordance with venue policy.
- Linens are replaced and washed between customers.
- Table placement is at least 6 feet apart (while social distancing requirements are in effect).
- All menus and check presenters should be disposable. If nondisposable menus or check presenters are used, they must be decontaminated after each use.
- Hand sanitization stations should be placed at the restaurant/ bar entrance, kitchen entrance and restroom entrance area.
 Depending on the size of the restaurant/bar, other station locations should be considered.
- Hand washing stations shall be available for all staff in the back of the house.
- Wait staff and servers wear masks when social distancing is in effect.
- Food handlers should wear gloves when preparing food.
- Disposable utensils may be used when and where applicable.
 When not utilizing disposable utensils, flatware must be wrapped or in a roll-up.

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- All condiments must be personal use or placed in individual service containers.
- Frequent cleaning and disinfection should be conducted.

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Cafés, Restaurants, and Bars: Nightly Cleaning

Dining Room

Step 1: Restaurant Attendant enters area wearing approved PPE for nightly cleaning. (see page 6)

Step 2: Document restaurant cleaning has started in facility documentation system.

Step 3: Bag all trash.

Step 4: Use approved chemicals and equipment commence restaurant/bar cleaning in accordance with the hotel restaurant/bar cleaning policy.

• Pay careful attention to all touch points.

Step 5: Replenish all items as needed.

Step 6: Hand sanitization stations must be in place and replenished as needed. It is recommended that a review cycle is scheduled, such as every two hours during high-occupancy times. .

 Hand sanitization stations should be placed at the restaurant/bar entrance, kitchen entrance, restroom entrance area, or bar. Depending on the size of the restaurant, other station locations should be considered.

Step 7: HEPA vacuum carpets when and where applicable.

Step 8: Use floor scrubbers and/or mops when and where applicable.

Step 9: Ensure signage is in place indicating that the facility a GBAC STAR-cleaned and disinfected hotel.

Step 10: Document that dining room cleaning has completed in facility documentation system.

Kitchen

Step 1: Bag all trash.

Step 2: Use approved chemicals and equipment commence kitchen cleaning in accordance with the venue cleaning policy.

Pay careful attention to all touch points.

Step 3: Replenish all items as needed.

Step 4: Hand sanitization stations need must be in place and replenished as needed.

Step 5: Use floor scrubbers and/or mops when and where applicable.

Step 6: Ensure hygiene signage is in place, such as hand washing reminders and SOPs.

Step 7: Document that kitchen cleaning has completed in facility documentation system.

Food Prep Areas

Step 1: Document food prep area cleaning has started in facility documentation system.

Step 2: Remove all trash.

Step 3: Using approved chemicals and equipment commence Food Prep Area cleaning in accordance with the hotel Food Prep Area Cleaning policy.

· Pay careful attention to all touch points.

Step 4: Replenish all items as needed.

Step 5: Hand sanitization stations must be in place and replenished as needed.

Step 6: HEPA vacuum carpets when and where applicable.

Step 7: Use floor scrubbers and/or mops when and where applicable.

Step 8: Ensure hygiene signage is in place, such as hand washing reminders.

Step 9: Document that food prep area cleaning has completed in facility

Disinfection

Areas and objects to be treated are to be determined by the risk assessment and/or official requirements. Disinfection Technician begins disinfection all surfaces in restaurant/bar/kitchen/café/food prep areas. Disinfection, using systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved sanitizer(s)/disinfectant(s). Special attention to approved chemistry list must be taken into consideration in areas where food is prepared and served.

Restaurant/Café/Bar surface sanitation/disinfection might include, but is not limited to:

- Flooring
- Walls (8 feet up)
- Doors
- Tables
- Chairs
- Trash cans
- All touch points, light switches, lamps, phones, etc.

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Workout Facilities:Daily Cleaning

Step 1: Attendant enters workout facility wearing approved PPE (see page 6). The workout facility should be serviced often and based on occupancy.

• At least every 8 hours while open.

Step 2: Facility cleaned *at a minimum* daily using appropriate cleaners and disinfectants in accordance with facility policy.

Step 3: Document workout facility cleaning has started in hotel documentation system.

Step 4: Bag all trash.

Step 5: Commence area cleaning with approved chemicals and equipment.

Pay careful attention to all touch points.

Step 6: Replenish all items as needed.

Step 7: Hand sanitization stations, trigger disinfectant spray bottles, and disinfectant wipes need to be checked that they are in place and replenished as needed.

Step 8: HEPA vacuum carpets when and where applicable.

Step 9: Use floor scrubbers/mops when and where applicable.

Step 10: Ensure signage is in place:

- In entrance to workout facility the Hotel is a GBAC STAR™ Cleaned and Disinfected Hotel signage.
- Workout facility social distancing rules, when in effect.

Step 11: Document that workout facility cleaning has been completed in hotel documentation system.

Disinfection

Step 1: Disinfection Technician enters workout facility wearing approved PPE (see apge 6).

Step 2: Disinfection Technician begins spray sanitizing all surfaces in the workout facility.sing systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved disinfectant(s).

Completed daily (at minimum):

- All equipment
- Touch points
- Floors
- Shower areas
- Locker areas
- Counters
- · Front desk
- Employee areas
- · Workout facility lobby areas

Step 3: Workout facility surface disinfection might include but not limited to:

- Flooring
- Wallcoverings (8 feet up)
- · Doors and handles
- · Drawers and handles
- Tables
- Chairs
- Trash cans
- ALL workout equipment will need to be sprayed and allowed drying time and moved ahen needed so that all sides ca be sprayed. This includes equipment such as:
 - Balls
 - Dumbbells
 - Plates

Step 4: All facility touch points, light switches, lamps, phones, etc.

Step 5: Work from one side of the room to the opposite side of the room.

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