

# Return Stronger with NJC Assure

## Our Approach

NJC Assure has been developed to create, maintain and enhance confidence in the preparation for a safe return to occupation for a broad spectrum of workplaces. At its heart, is the execution and validation of the hygiene and support services that will deliver a hygienically clean, welcoming and intrinsically safe environment.

NJC has operated safely and successfully throughout the pandemic, self-delivering all cleaning services and building on our many years of experience. We have developed good practice in both preventative and suspected scenarios, including detailed risk assessments, high touch point cleaning, surface disinfectant, electrostatic spraying and product supply.

We believe that restart cleaning requires a highly professional, experienced organisation, with direct delivery expertise and capability, who can operate in an agile and responsive manner.

At the heart of NJC's approach is a detailed understanding of operating in the socially distanced environment, utilising targeted PPE, and with an arsenal of products to mitigate risks and address the challenges as they emerge. We will use our extensive cleaning expertise to keep your employees, occupiers and guests safe and help to provide them with confidence on their return.

## Preparing to Return

Working collaboratively with each customer, we will develop a detailed remobilisation plan, as we believe we will return stronger, together. We will quickly assimilate customer requirements and, through an allocated Restart Manager, we will ensure that returning employees are welcomed to a safe, clean environment. We recommend a risk analysis of building use in the lockdown period is carried out, to guide targeted pre-restart cleaning. Where there is any doubt, this should be a deep clean, certainly to high touch point, high traffic areas and those decommissioned during lockdown.

Many companies will return to workspaces which have been reconfigured to facilitate greater collaboration and flexible working, so a review of usage will be needed to ensure that cleaning resources can be appropriately targeted.

## NJC Assure

NJC Assure brings together the planning, risk assessment, enhanced cleaning, sanitisation and service validation processes of pandemic secure cleaning in one location, to help build the confidence necessary for a safe return to work.

NJC Assure includes:

- Significant support for risk assessment and remobilisation.
- Enhanced daily cleaning regimes and day janitorial support.
- Enhanced washroom cleaning and consumable replenishment.
- Dedicated high touch point and high footfall area sanitisation.
- Swab testing to verify surface cleanliness, with data shared with customers.
- In-house Specialist teams on standby for Covid-19 disinfection cleaning.
- The intensive use of technology for process and outcome validation.
- Specialist Waste Management services to support discarded PPE.
- Social distancing signage and product support.

## Daily Cleaning

NJC recommends that existing daily cleaning regimes be enhanced by high touch point and high footfall route cleaning, using appropriate virucidal products. These disinfectants are powerful enough to satisfy the most stringent medical requirements and continue to be effective when dry, keeping treated areas contamination free between cleans. All of our products meet the European standards for Covid-19 environments (EN 14476:2013 + A2 2019 and EN 14476:2013, EN14476:2013 + A1 2015) and deliver lasting protection for your workplace.



We suggest that day cleaning is increased for surface cleaning and to enable a quick and thorough response to any emerging hygiene issues. For high frequency areas, risks should be assessed and a route map and specific frequencies specified. If stairs will be used as part of a one-way system for social distancing, these must be included. Many returning building users will, understandably, have concerns and day cleaners and janitors help provide reassurance that enhanced cleaning is being carried out.

Office social distancing is likely to affect how hot desks, meeting rooms and collaborative spaces will be used and will present challenges in maintaining a clean environment. It may be appropriate to allow an interval

after each use for thorough cleaning, accompanied by clear information on which spaces are waiting reset. Working with our technology partners, NJC can provide the tools to monitor, maintain and react to dynamic building use. All operational tasks, tours and audits can be verified via MyNJC.

With Coronavirus known to survive on some surfaces for more than 72 hours, specialist IT Hygiene Services are recommended to frequently disinfect shared equipment including telephones, desktop equipment, photocopiers and printers, reducing the risk of cross contamination via employees' hands.

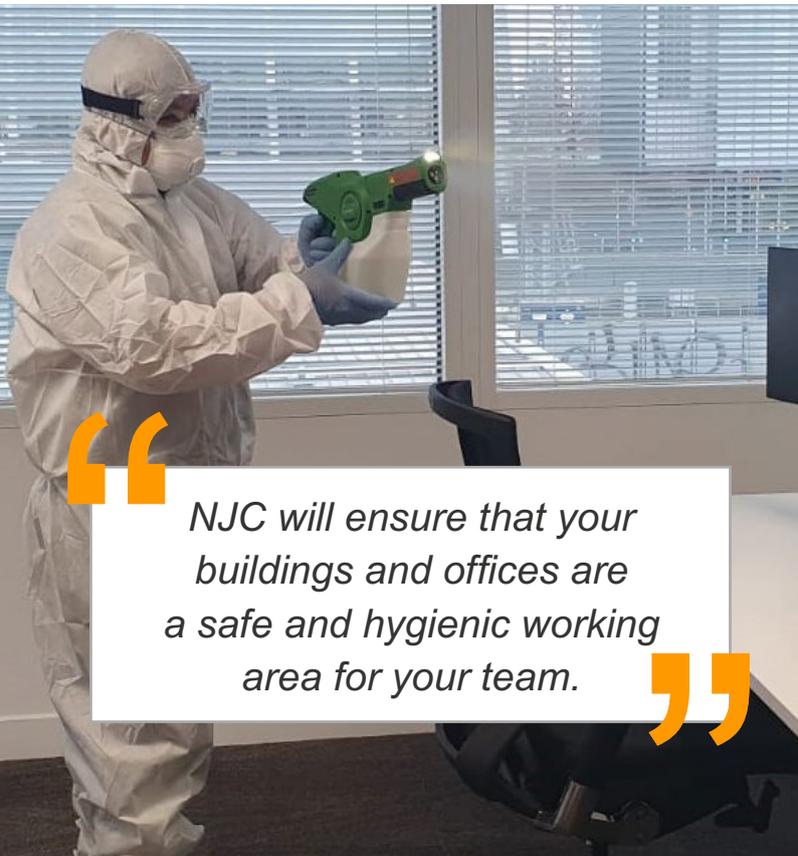


NJC Assure includes a structured regime of swab testing to confirm the sanitisation of surfaces, carried out by a dedicated team. The main process is sensitive ATP surface testing, with high numbers of swabs taken. This is reinforced with a second process, where 2-5% of swabs are sent for laboratory incubation and testing. The 2-stage validation provides a highly robust overall process. All data is made available to customers so they can present it to building users via appropriate communication channels, to reassure and maintain confidence.

## Specialist Deep Cleaning

NJC's proven Covid-19 methodology has detailed 'suspected' and 'confirmed' case approaches. NJC's Specialist Cleaning teams use a combination of hand cleaning with specialist materials supported by Electrostatic Spraying, to ensure a swift return to a clean, safe environment. They are ready to react quickly and attentively to any suggestion of a recurrence, bringing professionalism and allaying concerns. Our teams' vans are fully stocked and ready to support customers at a moment's notice.

NJC's Specialist Cleaning experts also provide IT hygiene cleaning, carpet and upholstery deep cleaning, hard floor cleaning and maintenance, pressure washing and deep cleaning of kitchens.



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*NJC will ensure that your buildings and offices are a safe and hygienic working area for your team.*  
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## Electrostatic Spraying

Electrostatic Spraying is central to our Deep Cleaning approach and we recommend using it both on a preventative and reactive basis. Electrostatic spraying brings disinfectant and air lines together at a nozzle, where the disinfectant is atomised into uniform, charged droplets, which are carried in the airstream towards the spray target. The tiny disinfectant droplets settle on surfaces and coalesce to form a continuous film, killing bacteria and viruses. This technique allows the disinfectant to get to all areas, including those that are hard to reach, ensuring everywhere is treated in a short space of time.

## External Cleaning

NJC has extensive public realm experience with capabilities across estate cleaning, window cleaning and external building cleaning. We self-deliver cleaning and maintenance services at many complex buildings using ground, platform, cradle and rope access techniques.





- ✓ **Hand Sanitisers.** Additional sanitising stations are recommended, to include receptions, main thoroughfares, lift lobbies, high touch point locations, shared IT equipment and other areas of congregation. NJC can support with a variety of branded sanitiser stations and we recommend creating a location map to ensure regular replenishment.
- ✓ **Screens and Desk Dividers.** Open-plan agile working spaces present challenges for social distancing. Screen and desk dividers may be needed to reduce the risk of virus spread or to modify the traffic flow through the building. NJC can help with a range of solutions.
- ✓ **Social Distancing Signage.** Consistent, clear graphics, placed at key locations including building entrances, receptions, stairways and communal office areas will act as a reminder to building users. NJC is able to supply branded signage to meet a multitude of needs.
- ✓ **PPE.** Occupiers using personal PPE for commuting should be encouraged to dispose of masks and gloves on building entry, and specialist waste services will be required. NJC is experienced in waste management and can provide guidance and support. PPE may also need to be made available in workplaces and we can support the logistics of this.

## The NJC DNA

NJC's principal goal is to ensure the safety of our colleagues, customers and their employees and visitors. Our business has always been based on the understanding that it is "Not Just Cleaning" but creating a clean environment where people can excel, and we wish to facilitate everyone's successful return to a safe, clean and supportive environment.

Many people returning to work will have significant health and wellbeing concerns, and the NJC DNA, the willingness and capability of employees to go the extra mile, will be vitally important. Their customer service focus and diligent cleaning will support and provide confidence during the reoccupation process.

Our NJC colleagues have all received training on the changed processes, procedures and products. We are encouraging them to take advantage of regular Covid testing and to provide NJC with their results. In addition, we are encouraging everyone to be vaccinated, when their opportunity arises. We are operating a colleague health monitoring scheme, whereby all colleagues have a pastoral duty to check on each other. Any concerns, however small are immediately raised.



*NJC will use our exemplary customer service skills to underpin the confidence of your returning employees.*

To find out more about NJC Assure and how we can help you Return Stronger, please contact us today on **0203 984 4450** or [enquiries@njcdna.com](mailto:enquiries@njcdna.com)