

# COVID-19 - Restart Cleaning & Support Services

## A Complete Hygiene Solution

NJC has been self-delivering Deep Cleaning throughout the COVID-19 crisis, building on our many years of experience of Specialist Cleaning. We have developed good practice in both confirmed and preventative scenarios, including electrostatic spraying, surface disinfectant and critically in product logistical management.

**We believe that restart cleaning requires a highly professional, experienced organisation that has the depth of directly delivered expertise and capability in daily cleaning, virus decontamination, specialist cleaning and product supply, 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 address the challenges as they emerge. We will use our extensive cleaning expertise to keep your colleagues, visitors and guests safe on return.

## Preparing to Return

We assume that social distancing and customer PPE will figure largely on return and all NJC planning accommodates these scenarios.

Working collaboratively with each customer, we will develop a detailed mobilisation plan tailored to your restart. From continued analysis of Government and industry briefings we can foresee many of the required elements and we are in advanced planning. 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. Areas decommissioned during lockdown should also be thoroughly cleaned.

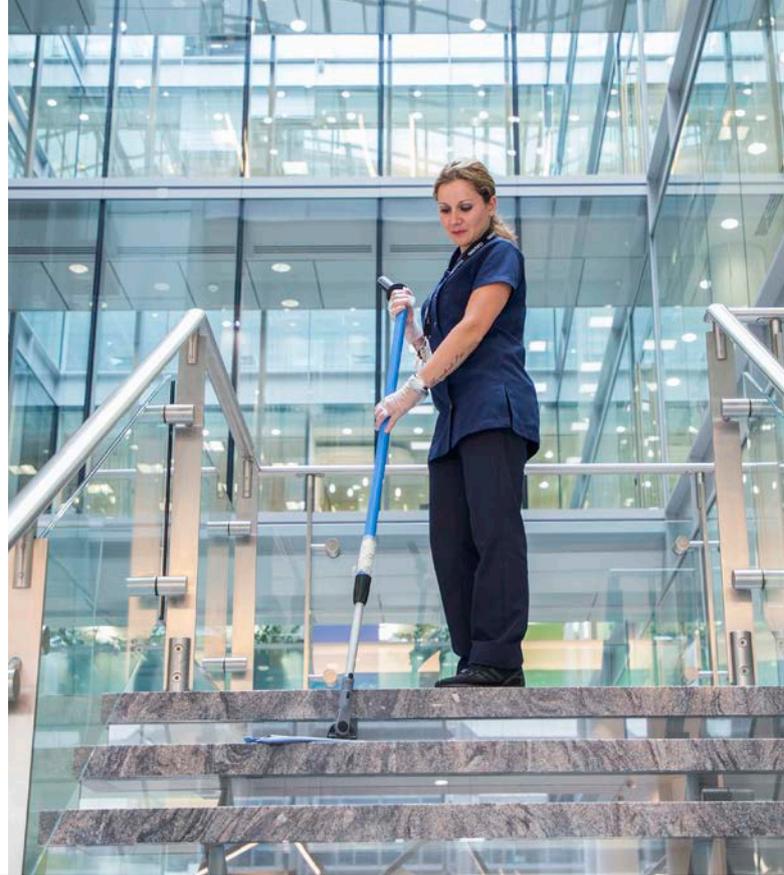
## Your Restart Cleaning

Many companies will return with reduced occupancy, but will require detailed support across a number of areas. Our restart programme will include:

- Significant support for risk assessment and remobilisation.
- Enhanced daily cleaning regime.
- Enhancements to the day janitorial support.
- Dedicated high touch point and high footfall area sanitisation.
- In-house Specialist teams on standby for decontamination cleaning.
- Specialist Waste Management services to support discarded PPE.
- Product and signage support.

## Daily Cleaning

NJC recommends that existing daily cleaning regimes be maintained and 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. NJC is taking a vendor neutral approach to maximise product supplies and maximise efficacy in application, whilst maximising the time between treatments. All of our products meet the European standards for COVID-19 environments (EN 14476:2013 + A2 2019 and EN 14476:2013, EN 14476:2013 + 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 will provide reassurance that enhanced cleaning is being carried out.

Office social distancing plans are likely to affect how you will use hot desks, meeting rooms and collaborative spaces 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.

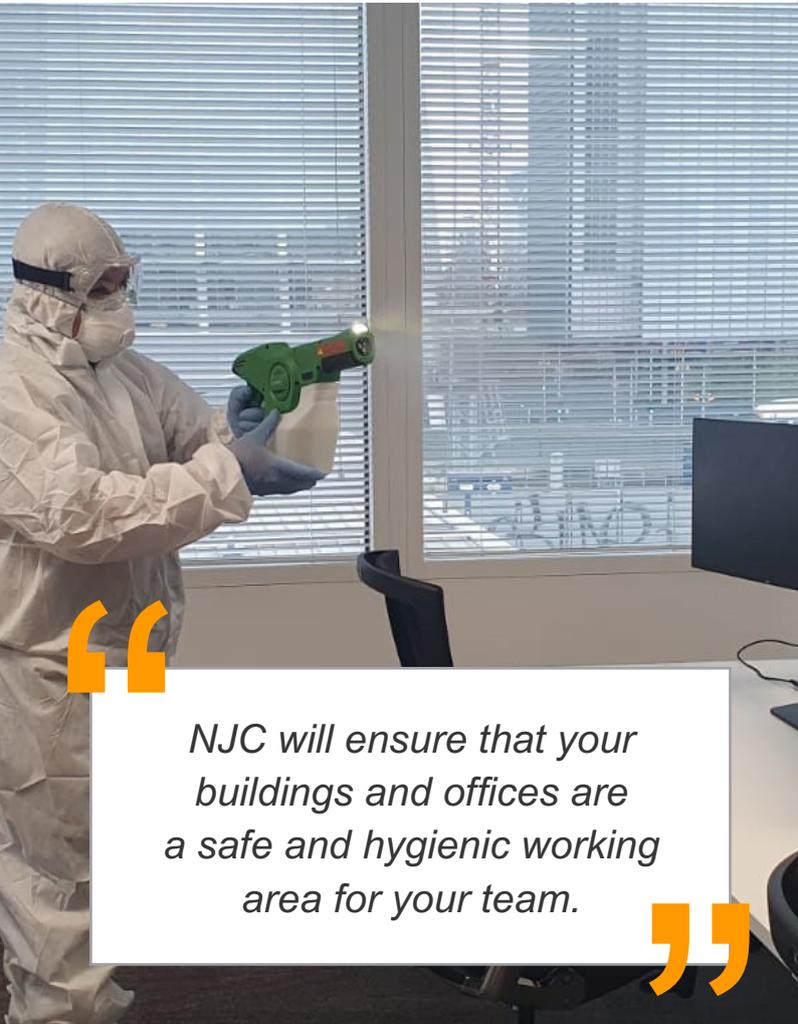


With Coronavirus known to survive on some surfaces for more than 72 hours, specialist IT Hygiene Services are recommended to frequently disinfect shared equipment including telephones, desktop equipment, photocopiers and printers, reducing the risk of cross contamination via employees' hands.

We recommend a structured regime of swab testing to confirm the sanitisation of surfaces, carried out by a dedicated team. We use a system of highly sensitive ATP surface testing, so it can be used as a cross-contamination prevention tool or when dealing with harsh samples.

## Specialist Deep Cleaning

Our 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 will ensure that your buildings and offices are a safe and hygienic working area for your team.*



## Electrostatic Spraying

Electrostatic Spraying is central to our Deep Cleaning approach and we recommend using it both within a restart cleaning programme and on a continuing, preventative 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.

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

## External Cleaning

NJC has extensive public realm experience with capabilities across horizontal and vertical cleaning. Even as the crisis unfolded, our Vertical teams were using our Reach and Wash and Water Bowser fleet to support customers with the cleaning and sanitisation of large public realms and significant external assets.

We self-deliver cleaning and maintenance services at many of London's most complex buildings, using ground, platform, cradle and rope access techniques.



## Support Products and Services

Hand hygiene, social distancing and the use of PPE are all important in reducing the spread of Coronavirus. Demand will be very high and so advance ordering is strongly advised.



- ✓ **Hand Sanitisers.** Additional sanitising stations are recommended, to include receptions, main thoroughfares, lift lobbies, high touch point locations, shared IT infrastructure and other areas of natural congregation. We recommend creating a location map to ensure regular replenishment.
- ✓ **Screens and Desk Dividers.** Open-plan agile working spaces present challenges for social distancing. Screens, desk dividers and sneeze guards may be required in some areas 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 occupiers. NJC is able to supply branded signage for 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 offices 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 the communities in which we operate. Our business has always been based on the understanding that it is "Not Just Cleaning" but creating a clean environment where our customers, together with their employees, occupiers and visitors can excel. We wish to facilitate everyone's successful return and create a safe, clean and supportive environment.

Many returning office workers will have significant health and wellbeing concerns and the NJC DNA, the willingness and capability of our employees to go the extra mile, will be vitally important.

Our NJC colleagues will all receive training on the changed processes, procedures and products, together with refresher sessions on customer service, RAMS and manual handling. We have implemented a colleague health monitoring scheme, whereby all colleagues have a pastoral duty to check on each other. Any concerns, however small, are immediately raised. We will extend this vigilance to occupiers and service partner colleagues. We continue to follow PHE and NHS 111 guidance.



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

To find out more about how we can support you please contact us today on **0203 984 4450** or [enquiries@njcdna.com](mailto:enquiries@njcdna.com)