

03 February 2020

Dear Sir/Mdm,

Sanitation and Hygiene Advisory for Hotel Operators

1 To date, the Ministry of Health has confirmed several cases of the 2019 Novel Coronavirus (2019-nCoV) infection. In view of situation, the National Environment Agency (NEA) strongly urges all stakeholders to take precautionary measures to maintain high standards of sanitation and personal hygiene to minimise the transmission of the Novel Coronavirus (nCoV).

2 Hotel operators and managers are advised to maintain high standards of hygiene and cleanliness to safeguard public health and instill confidence in the public. This will also provide assurance to the public, knowing that the operators and their staff uphold good hygiene and cleanliness standards.

3 The NEA advises the following **good practices to be implemented immediately**:

a) Personal Hygiene

Staff should be reminded to:

- Monitor their temperatures regularly.
- Report to their supervisors, see a doctor and stay away from fellow colleagues if they are unwell.
- Wear a mask if they have a cough or runny nose.
- Cover their mouths with tissue paper when coughing or sneezing, and dispose of the soiled tissue paper into the rubbish bin immediately. Wash hands thoroughly with soap and water.
- Practise good toilet habits (e.g. flush toilets after use).
- Practise good personal hygiene (e.g. wash hands with soap and water before and after meals, after clean-up is carried out, after handling refuse or other dirty items, and after visiting the toilet).
- Use gloves when carrying out cleaning works and when handling waste.
- Use gloves when clearing items discarded on restaurants tables and/or in hotel rooms such as used tissue papers and tooth picks.
- Refrain from touching their exposed body parts such as eyes, nose, face and arms with soiled gloves or unwashed hands.

b) Housekeeping/Refuse Management

- Assign a team of staff to carry out cleaning and housekeeping daily.

- Disinfect frequently touched areas such as handrails, lift buttons, door knobs/handles with disinfectant regularly.
- Ensure refuse bins are covered at all times and cleared daily. Tie refuse contained in plastic bags properly before disposal at bin centres.
- Clean up any refuse spillage immediately.
- Wash and disinfect all refuse bins, bin chambers and bin centres where necessary.
- Engage licensed waste contractors to remove refuse daily.

Cleaning staff are encouraged to:

- Soak cleaning cloths in household bleach at the proper concentration according to manufacturer's instructions and wash the cloth after use and before reuse.
- Clean and disinfect all cleaning equipment immediately after used.

c) Toilets

- Disinfect frequently touched areas such as water taps, door/ towel/ cistern handles, seats and cover flaps, wash basins, door knobs, buttons and switches with disinfectant regularly.
- Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.
- Ensure toilet-flushing apparatus is functioning at all times.
- Ensure all sanitary pipes and fittings are in good working condition.

d) Food Hygiene

- Ensure all food products are obtained from licensed food sources.
- Cover food properly to prevent contamination.
- Do not keep personal belongings in food preparation areas. A separate locker area should be provided for storage of staff's personal belongings.
- Do not use cracked or chipped crockery as germs can harbour in cracks.
- Use separate chopping boards, knives and other instruments for raw and cooked foods to prevent cross contamination.
- Use clean disposable gloves when handling food.
- Store raw food or cooked/ready-to-eat food separately.

e) Pest Control Programme

- Check the site daily and remove all potential vector breeding sites
- Look out for signs of pest infestation such as rat droppings or burrows and cockroach droppings.
- Engage a registered vector control operator to implement a pest control programme for the site.

f) Ventilation System

- Inspect, clean and maintain all ventilating and air-conditioning systems regularly, in particularly for small and confined areas such as lifts and toilets.
- Clean and disinfect cooling towers regularly.

g) Swimming/Spa pools

- Ensure residual chlorine level in the water is maintained between 1 and 3 ppm at all times.
- Ensure entire pool area, spas, steaming rooms and cooling berths are free of litter and pest.
- Remind pool users to shower before entering the pool.
- Inform lifeguards and pool attendants to look out for any swimmer or visitor who is not feeling well.

h) Gymnasium

- Disinfect exercise equipment with disinfectant regularly.
- Ensure the premises is free of litter and pest.
- Increase rate of ventilation to allow as much fresh air as possible into the gym room.
- Require guests to sign in before they are allowed to use gym facilities (to allow easy contact tracing if required).

4 We seek your cooperation in implementing the above practices.

NATIONAL ENVIRONMENT AGENCY

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