National Environment Agency
Safeguard · Nurture · Cherish

40 Scotts Road #13-00
Environment Building
Singapore 228231
www.nea.gov.sg

22 May 2021

Dear Sir/Madam,

Sanitation and Hygiene Advisory for Hotel Operators

1 In view of the ongoing Coronavirus Disease 2019 (COVID-19) situation, the National Environment Agency (NEA) strongly urges all stakeholders to take precautionary measures to continue to maintain high standards of sanitation and personal hygiene to minimise the transmission of the COVID-19 virus.

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

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

a) Personal Hygiene

Staff should be regularly reminded to:

- Monitor their temperatures.
- Report to their supervisors, see a doctor and stay away from fellow colleagues if they are unwell.
- Wear a mask in accordance with prevailing regulations.
- 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 toothpicks.
- Sanitise their hands after contact with frequently touched areas.
- Refrain from touching their exposed body parts such as eyes, nose, face and arms with soiled gloves or unwashed/unsanitised hands.

b) Housekeeping/Refuse Management

- Periodically review the cleaning regime and step-up on cleaning and disinfection of frequently touched areas.
- Assign a team of staff to carry out cleaning and housekeeping daily. Disinfect with disinfectant regularly, frequently touched areas such as handrails, lift surfaces and buttons, doorknobs/ handles.
- Provide hand sanitisers at high human traffic points.
- Have written instructions and procedures for the cleaning and disinfection of premises for disease/outbreak management (e.g. knowledge of the appropriate cleaning agents and disinfectants, personal protective equipment, cleaning methods and access to list of suitable cleaning and disinfection companies).
- 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 immediately any refuse spillage.
- Wash and disinfect all refuse bins, bin chambers and bin centres where necessary.
- Engage licensed waste contractors to remove refuse daily.

Cleaning staff are expected 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, doorknobs, 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. Where feasible, provide disinfectant, preferably dispensed through a no-touch mechanism for each toilet cubicle for users to clean toilet seats before and after use.
- Ensure toilet-flushing apparatus is functioning at all times.
- Ensure all sanitary pipes and fittings are in good working condition, and water seal are not dried-out.
- Ensure that contact information for toilet users to give feedback is easily accessible.
- Keep exhaust fans running for longer operating hours at full capacity.
- Use floor blowers to dry the toilet floors only when the toilets are closed from public usage.

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) Air-Conditioning and Mechanical Ventilation System (ACMV)

- Purge the indoor air two hours before and after occupancy. In buildings without purging systems, operation hours of ACMV system should be extended by two hours before and after occupancy, where feasible.
- Adjust outdoor air intake to the maximum during occupancy.
    - Use toilet exhaust fans and open windows to improve the ventilation for spaces without ducted outdoor air supply system. If not possible, use portable air cleaners and make plans for mechanical ventilation, whenever possible.
- Use filters with at least MERV-14 rating for treating recirculation air in Air Handling Units. If not possible, use filters with highest removal efficiency allowable by existing ACMV system.
- Ensure filters are properly installed and maintained according to manufacturer's recommendation.
- Ensure that all ventilating and air-conditioning systems are inspected, cleaned and maintained regularly in accordance to manufacturer's recommendations.
- Please refer to the 'Guidance Note on Building Air-Conditioning and Mechanical Ventilation (AMCV) Operations Amid COVID-19 Situation' on BCA's website at https://go.gov.sg/bca-nea-moh-guidance-bldg-aircon-acmv-ops.

g) Cooling Towers

- Ensure that cooling towers are maintained in accordance to the Environmental Public Health (Cooling Towers and Water Fountains) Regulations.

h) 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.

i) Gymnasium

- Disinfect exercise equipment with disinfectant regularly.
- 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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