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RIYADH FRONT EXHIBITION AND
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Industry Best Practices - Hygiene

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Industry Best Practices - Hygiene

Implementation in FM Industry



A seasoned Hospitality and FM industry professional with more than 20+ years of experience working with the leading luxury hotel brands and currently associated with the leading FM company in the region, **SSCL** in a senior leadership role supporting operational excellence for soft services and head of learning and development.

Holding Bachelors Degree in Hotel Management (**BHM**) from BK University in India in addition to Masters in Business Administration (**MBA**) from University of South Wales, UK.

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Key Takeaways



- Is Hygiene still relevant for FM industry in “new normal”?
- Importance of hand hygiene in all settings
- Surface Hygiene solutions to protect all our stakeholders
- Smart Hygiene solutions which are robust and cost efficient.



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Insights on hygiene....



% 86% of people surveyed are concerned about the risk of the virus spreading through using door handles

78% of people say that businesses have a responsibility to ensure their employees are protected from the virus in the workplace

Initial UK research found that 52% of people were worried about visiting restaurants and cafés after the first post-COVID reopening because of washroom hygiene

93% of employers are worried about ensuring that workplace conditions and policies comply with applicable safety and health regulations



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Why Hygiene....?



Hygiene is on everyone's mind, globally.....

Hygiene is a new brand value

Hygiene is now a measure of how a business is judged. What was once something most people hardly ever thought about and took for granted is now expected and demanded. Hygiene has become business critical and if it's not addressed, could mean closure.



Businesses need to show they care

It goes without saying that businesses have always had a responsibility to provide a hygienic and safe environment for staff and customers. But now more than ever it's on everyone's minds.

Preparation is key

Businesses need to be prepared - ready to deal with the current situation and flexible enough to move ahead as the situation develops. We at SSCL have many success stories to share with the world, some of them unique and one of its kind...let's look at some of them.....

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Why Hygiene....?



Sharing with you some of the best practices at SSCL.....

During the surface cleaning of more than 500 thousand square meters, it takes only 40 minutes to complete the process. The visitors reach to 2 millions per day during the peak days

Washing around the Kaaba takes only 9 minutes and all the mosques for a period not exceeding 40 minutes



employing qualified, experienced, and flexible talent which is key to the success

Removal waste during the 25 days of Ramadan reaches an astonishing quantity of 5200 tons.



Using the latest equipment, tools, and the best environmentally friendly materials

2
Million
visitor

SSCL

Best Commercial Cleaning Company of the year 2022



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Why Hygiene....?



Sharing with you some of the best practices at SSCL.....

Managing 5200 tons of Waste in the Holy Mosque in Makkah During The Ramadan Month

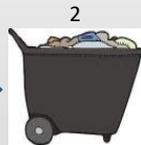
Waste Management process.

Unloading waste from 350 plastic containers at the sites, each with a capacity of 240 liters.



2,500
Employees
working
24x7

Placing the waste in specially customized Steel carts (150 carts each with 1280 liters capacity) to facilitate the speedy transportation.



Loading all waste in 12 heavy compressor vehicles, each with a capacity of 10.

Waste dumping via a set of 10 electric vehicles each with capacity of 4,840 liters to specific locations



Transport all the waste from the Grand Mosque and emptyat garbage dump of the Makkah Municipality

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What is a 'new normal'?



A new normal is a state where our global economy and society have settled since the onset of the COVID-19 pandemic. The new normal is evolving as our world adjusts to COVID-19.

While everyone is unique, we all want to live safe, healthy, and [fulfilling lives](#). The truth is we're remaining flexible and learning as we go. We're defining (and redefining) what the new normal looks like for our global society, each step of the way.

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Is this still relevant and impactful on FM industry?



Following are the potential implications:

1- Short Term:

- There will be an escalation in the need for deep cleaning of commercial, industrial, and public spaces.
- Newer cleaning materials, worker screening, and worker daily health records would be mandated.
- The industry will face challenges to bring staff back on board and train them on the new SOPs and SLAs.
- Thermal scanners and scheduling and optimizing tools will be needed to ensure healthy teams are allocated and optimized to meet the short term spike in demand.
- Productivity and Quality monitoring tools and applications would be needed to measure, monitor, and report on the new SLAs.
- New alternate supply sources for standard and innovative cleaning consumables, tools, and equipment would be needed to meet the surge demand.

Research carried out by the Edelman Trust Barometer Special Report – Brand Trust and the Coronavirus Pandemic, found that ‘62% of people think their country will not make it through this crisis without brands playing a critical role in addressing the challenges we all face

80% of respondents expect to continue following social distancing guidelines when they return to work

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Is this still relevant and impactful on FM industry?



Following are the potential implications:

2- Medium Term:

- Many firms may choose to blend remote working and onsite working as an extended or ongoing measure.
- There will be pressure on reducing cost outlay for outsourced FM. At the same time, there would be increased expectation of worker health screening, deeper cleaning, and higher hygiene SLAs.
- This would require FM companies to invest in equipment and tools, reorient supply chains, tighten contracts and service level agreements, improve staff retention, and better utilize existing staff.
- Camera based technologies and analytics will be installed to manage queueing and clustering at entry gates, public spaces, and during shift interchanges.
- Workforce Management tools will need to go beyond staffing to measure productivity, allocation, and efficiency.



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Is this still relevant and impactful on FM industry?



Following are the potential implications:

3- Longer Term:

- The “new normal”, even after the economic climate improves, will create sustained higher health, safety, and sanitation expectations from FM firms.
- Firms will need to create mechanisms for hiring, training, and retaining staff, and improve the productivity of each staff member.
- They will need to consider deeper entrenchment of technology and process change in every aspect of their business – from hiring, staffing, allocating, operations, and reporting.
- With most of the countries committing to zero emission rates by 2050, there is demand that more efforts are placed on green recovery measures in all industries.
- Moving forward, you may notice that service contracts include more clauses around meeting sustainability requirements. Consequentially, Facilities Managers that specialize in energy efficiency, waste management, sustainability, and the environment will soon be more valued and mandated.



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Hand Hygiene

Handwashing

Providing the right facilities in key hygiene hotspots such as washrooms, kitchens and food preparation areas encourages handwashing compliance amongst employees and minimizes the risks of cross-contamination.

Anti-microbial soaps can kill 99.99% of bacteria and viruses and are kind to skin, allowing frequent use, and combined with no-touch dispensers offer superior handwashing that reduces the chance of catching and spreading infectious diseases.

- No-touch technology provides the most hygienic way to dispense soap



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Hand Hygiene



Hand drying

Wet hands carry a greater risk of cross-contamination than dry hands by spreading 1,000 times more bacteria to surfaces. Therefore, it's crucial to put in place effective hand-drying solutions to maintain hand hygiene throughout your premises.

- No-touch paper towel dispensers reduce the risk of cross-contamination from wet hands
- Electric dryers are a waste-free way to dry hands and reduce the potential for germs to escape the washroom
- Durable, efficient paper towel dispensers are a reliable way to quickly dry hands



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Hand Hygiene



Hand sanitizing

Hand sanitizer solutions give added protection from infection after washing hands or when hand washing is not available.

- Mobile stands give flexibility to provide sanitizer quickly in high-traffic areas and at key hygiene hotspots
- No-touch hand sanitizers are the ideal way for protecting hands quickly with a measured dose
- Alcohol and non-alcohol based sanitizers can kill 99.99% of bacteria and coronavirus



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Hand Hygiene



Hand moisturizing

Hand moisturizing solutions give an added layer of skin protection, especially from frequent hand washing and show customers and employees you care about their wellbeing.

- Dermatologically tested lightweight and quick-absorbing lotion protects your skin
- Fragrance and color free formulation reduces allergens
- Naturally derived ingredients including shea butter, vitamin E and glycerin to rapidly hydrate hands



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Hand Hygiene



7 tips to maintain a good hand hygiene offices

1. Ensure employees practice good hand hygiene
2. Introduce simple handwashing initiatives
3. Invest in quality washroom solutions
4. Provide your employees with hand sanitizer
5. Install antibacterial hygienic door handles
6. Ensure communal areas are cleaned regularly
7. Protect your business with disinfection services



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Surface Hygiene



Key Focus areas.....

Surfaces that are directly touched by the skin, notably the hand, can be a source of bacterial or viral transmission to staff and customers.

Frequently touched surfaces can become increasingly contaminated and have a greater risk of transmission if no remedial action is taken to reduce cross-contamination.

Every area in your business should be disinfected and cleaned thoroughly and regularly.

Using an integrated approach to hygiene – involving a number of interventions to minimise cross contamination risk along the journey of the germ – is the most effective way to limit the spread of harmful germs.



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Surface Hygiene



Surface hygiene solutions

To ensure cleanliness and stop the spread of infections, your business can take measures to reduce the risks of contamination so that the premises are in a suitable condition for staff and customers.



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Surface Hygiene



Surface sprays and wipes

Surfaces in a building can become hotspots for cross-contamination of germs if they're not regularly wiped and disinfected. Particular attention needs to be paid to:

- communal areas, such as washrooms, canteens, receptions, kitchens, elevators and changing rooms
- frequently touched objects and surfaces, such as handles, floors or equipment and machinery
- office areas including workstations, desks and storage areas



Sprays and wipes can kill up to 99.99% of feline coronavirus (a surrogate virus for coronavirus). They're also long lasting – offering up to 24 hours of continuous protection on hard surfaces by creating an invisible barrier to prevent germs multiplying.

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Surface Hygiene



Disinfection services

Protecting your business against infectious bacteria, viruses and disease which include:

- Mist Blowing Space Treatment - Rapid and effective disinfection of large, open spaces such as warehouses, sports halls and large seating and public areas, like auditoriums.
- Electrostatic Disinfection - Fast and effective disinfection service that involves adding an electric charge to the disinfectant when it is sprayed from the unit, allowing the disinfectant droplets and surface to be drawn together like magnets.
- Ultraviolet Disinfection (UV Disinfection) - This does not use chemicals or liquid disinfectants. It's ideal for environments with electrical and/or sensitive equipment such as medical rooms, computer suites, laboratories and the back of ambulances



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Surface Hygiene



Door handle protection

The frequent and inevitable use of door handles means that they are one of the fastest ways for infections and viruses to spread. Installing antibacterial door handles can provide a barrier between clean hands and pathogens and prevent cross-contamination.

- Hygienic touch door handles can kill up to 99.99% of bacteria
- They are environmentally friendly, fully recyclable and don't use chemicals



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Surface Hygiene



Floor care

The right floor mats can reduce cleaning costs and stop dirt and water in their tracks, protecting the floors of your business from the elements.

- Floor care solutions provide maximum protection from potentially hazardous liquid spills protecting your staff and customers from slips and trips
- Capturing the microorganisms to certain extent before they're spread through your facility.
- Designed to tackle areas where maximum absorbency is required
- Anti-fatigue rubber mats reduce the pressure on the user's feet, legs and back



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Smart Hygiene Solutions



By adopting a digital approach to hygiene, your business will gain valuable insights into how your washrooms are being used. Latest innovations can help to minimize operating costs and improve washroom management while creating a unique user-friendly experience and a positive impression of your company's brand.

- Meet sustainability goals - with features that save on water and soap usage
- Efficiency goals - Identify your washrooms' peak times to deploy your cleaning teams in the most efficient manner.
- Understand your usage - automated alerts allow you to never run out of consumables again.
- Improve washroom user experience - Spot busy locations in real time to aid your employees and customers and deal with problems efficiently.



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Smart Hygiene Solutions



Foam

Offers a reliable, economical and luxurious handwashing experience. Using a touch-free soap dispenser, Foam reduces the amount of soap used by up to 90%

- More for your money: You can set dose size to suit and reduce waste
- Environmentally- friendly: Reduce volume of consumables, plastic waste and refill servicing requirements.



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Smart Hygiene Solutions



Water

A touch-free, smart tap that can reduce water consumption by up to 2L per handwash while offering risk-reduction features such as automatic flushing for stagnant water and temperature-control to avoid scalding.

- Cost-effective management: Reduces your water bill by regulating the flow rate.
- Prevents scalding: A thermostat controls water temperature and prevents scalding.
- Unique insights: Digitally connected to monitor usage and help develop efficient cleaning schedules.



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Smart Hygiene Solutions



Flush

Specifically designed for toilets and urinals to improve odor, reduce limescale and enhance the customer experience by ensuring they smell fresh at all times. Ideal for high-use commercial washrooms,

- Reduce frequency of service: Adjust doses for hard or soft water, with high-capacity containers that reduce refill servicing.
- Automatic dosing: Reduces the need for additional cleaning products with automatic dosing capabilities.
- Removes malodors: A gentle foaming action masks stains and removes the unwanted causes of malodor.
- Optimize cleaning schedules: Digitally connected for insights into washroom usage and predictive replenishment.





THANK YOU

