



# Memorandum

**Date:** March 16, 2020

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**To:** Valued HBM Customer

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**From:** Hawaiian Building Maintenance

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**RE:** HBM Cleaning Procedures - COVID-19

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## HBM Cleaning Policy

HBM, where requested, will respond and address with industry approved cleaning practices to address preventative concerns of Coronavirus. Our current cleaning methods adhere to best practices with the intent of applying a neutral cleaning agent that is designated as a disinfectant. However, we can purchase and billback for an antimicrobial product to apply on "high touch areas":

- Restroom doors (interior and exterior)
- All restroom equipment (soap and paper towel dispensers, feminine dispensers, toilet and urinal wall partitions, and all partition hardware)
- Sinks
- Counters
- Toilets and toilet handles

While we will be supplying antimicrobial products that are approved by government agencies for combatting coronavirus, it may be difficult to have them work "according to their written specifications."

From what we are seeing, COVID-19 rated products are requiring a kill or dwell time of 7-10 minutes depending on product. Some of our clients are asking for additional staffing to perform this level of cleaning and are shutting down areas for "disinfecting," other clients are just asking that we still upgrade our products but follow a similar operational scope.

Without adding staffing or shutting down restrooms, our cleaners can still utilize cleaning products that are approved for fighting COVID-19, but may not necessarily be able to abide by the dwell time recommendations as stated by the manufacturers.

The easiest way to disinfect areas, including restrooms, without adding staffing would be to do the following:



- Shut down the restroom via signage that the room is closed for cleaning and/or disinfecting.
- Train cleaners to apply the approved chemical to all high touch point areas in the restroom, front to back. After applying the product, which should take roughly 7-10 minutes, begin wiping surfaces down front to back as well.
- Reopen the restroom for usage.

Again, even if we can't abide by the dwell time and shut down restrooms, we have been under advisement that any cleaning method improvement is better than no cleaning method improvement.

We are continually researching and ordering EPA approved products to disinfect and sanitize areas. We appreciate our customers patience as we work on obtaining approved products that will improve cleaning efficiency.

For more information, please contact:

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