

COVID-19 Cleaning Procedures & Action Plan

Nelbud is deeply committed to the health and safety of our employees, customers, and communities. Like you, we are actively navigating this unprecedented situation as it develops. In an effort to provide critical services and resources to our customers we have prioritized COVID-19 disinfection services across our portfolio

COVID-19 Safety Specifications

- Nelbud is following all local and state health departments to ensure we are complying with the appropriate local guidelines to help prevent the spread of COVID-19.
- We are educating staff members who are performing cleaning, inspection, repair, and waste pick-up activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus.
 - At a minimum, we have instructed our staff to immediately notify their supervisor if they develop symptoms of COVID-19.
- We are continuously re-training our staff on proper PPE use. This training includes:
 - When to use PPE; what PPE is necessary; how to properly put on, use, and take off PPE; how to properly dispose of or disinfect, inspect for damage, and maintain PPE; and the limitations of PPE.
- We are continuing to deploy reliable fact-based communication regarding the spread of the virus with our staff
- Providing ongoing training for supervisors on proper cleaning and hygiene techniques
- Maintaining strict hand washing and personal hygiene guidelines at all times
- Cleaning and sanitizing our equipment and workspaces thoroughly and regularly
- Reinforcing heightened protocol on all of our sanitation efforts
- Ensuring that team members adhere to our sick leave policies
- Refreshing emergency protocols to ensure prompt and effective response to emergency situations
- Working closely with our suppliers to maintain the flow of product or to find alternates where supplies may be limited. Thus far, our key suppliers have not notified us of any large scale fulfillment issues, but that is subject to change at any moment.
- We are committed to notifying our employees and customers of any changing circumstances, material service delivery concerns, item availability issues, operational changes, etc.

Disinfectant & Equipment

Concrobium Pathogen & Virus Destroyer

- CDC approved and EPA registered on List N 34810-25-82552
- Government-registered to kill 99.99% of germs
- 10 Min Dwell Time

B&G Disinfecting Foggers

- ULV cold fogging technology
- Highly effective for whole room air and surface disinfection
- Efficient application for large areas to quickly kill viruses

Hot Water Pressure Washers

- Highly effective for surface disinfection
- Safe elimination of exterior hazards to protect patrons
- Powerful solution for large areas to sanitize property, concrete, etc

Coronavirus COVID19 Cleaning Protocols

High Touch Areas / Hard Surfaces:

- Elevator call boxes
- Push plates
- Doorknobs
- Restroom fixtures and surfaces
- Door release buttons
- Public phones
- Project Rooms
- Elevator lobbies
- Lobby Security desks
- Break rooms/service centers

Lobby/reception Areas, Conference Centers:

- All horizontal surfaces
- All Touch panels
- All Couches, Chairs, Barstools, etc

Offices:

- Chair Handles & Backs
- Coffee Machines & Pots
- Counter Tops
- Desktops
- Door Glass
- Door Handles & Edges
- Elevator Buttons & Doors
- Employee Cell Phones
- Kiosk Buttons
- Keyboards & Mice
- Light Switches
- Mailboxes
- Microwaves
- Paper Towel Dispensers
- Phones
- Podiums
- Printer/Fax Machines
- Stair Rails
- Staplers & Staple Removers
- Tabletops
- Tape Dispensers
- Time Clocks
- Trash Receptacles

Exterior Areas:

- Entry door handles and push plates
- Dumpster gates, locks, pads
- Drive-thru lanes, windows, menu boards
- Shopping carts & cart corrals
- Exterior trash receptacles touch points

Restrooms:

- Door handles
- Sink faucets and toilet handles
- Towel dispenser handle
- Soap dispenser push plates
- Baby changing station
- Trash receptacle touch points

Cafeterias & Break Areas:

- Door handles and push plates
- Handles of all the equipment doors and operating push buttons
- Handles of the dispensers (beverage, etc.)
- Ice scoops
- Walk-in and other refrigerator handles
- Walk-in refrigerator & freezer plastic curtains
- Freezer handles
- 3-compartment sink and mop sink handles
- Handwash sink handles
- Soap dispenser push plates at handwash sink
- Cleaner dispenser push buttons
- Towel dispenser handle at handwash sink
- Trash receptacle touch points
- Cleaning tools
- Buckets
- Telephone keypad and handset
- Manager's computer
- Microphone and point of sale register
- Crew room tables and chairs
- Display screens on equipment
- All service area counter surfaces
- All kitchen counter surfaces
- Toaster Ovens
- Refrigerator Handles & Doors
- Sink Faucets & Handles
- Vending Machines
- Water Fountains