



Building Healthy Workplaces

**A Guide to Returning to Work
Safely in the Next Normal**

What is the Value of Clean?

More than ever, that answer is “priceless.” Never before has the world been so knowledgeable about the critical role played by cleaning professionals in the areas where people live, work, and play.

Many companies are poised to head back into the workplace in the coming months, and many workers are experiencing understandable anxiety surrounding the return.

CCS Facility Services is a company delivering commercial janitorial and building maintenance services across the Western United States. We never slowed down during the pandemic, and we want to help you and your teams have confidence about returning to the workplace, whether you serve employees, tenants, students, parents, guests, patients, and anyone else.

And as **the first company in the world to earn GBAC STAR™ Service accreditation from the Global Biorisk Advisory Council® (GBAC)**, an affiliate of ISSA—The Worldwide Cleaning Industry Association, CCS' expertise in preparation for and response to infectious disease situations is validated by the global leading organization.

CCS Facility Services has spent the last 12-plus months getting the deepest level of education and training to deliver the highest quality clean to our customers and we have the third-party validation to prove it.

Let's help you get back to work with confidence.





Cleaning at Work

We at CCS Facility Services have always known the importance of this work and the strength and skill of the extraordinary people who provide janitorial services for a living.

How has commercial cleaning changed in the age of COVID-19?

Building a Cleaning Strategy

As a janitorial partner to thousands of businesses, it's our job to help you identify and implement ways to boost your facility's defenses. This can happen in every space, from access points and open lobbies to meeting rooms and individual offices.

When developing an enhanced cleaning protocol, you'll want to consider location, frequency, timing, and the right mix of products and technologies to determine the right solution for your space.

CCS' enhanced cleaning protocol has added measures guided by industry experts, including the Centers for Disease Control, ISSA—The Worldwide Cleaning Industry Association, and the Global Biorisk Advisory Council.

Typically, our teams clean and disinfect all common touch points. Now, as an additional measure of precaution, we use disinfectant on all non-porous surfaces where, historically, we used a standard spray then wiped the surface clean. We continue to follow ISSA and GBAC's guidance that cleaning and disinfecting surfaces reduces exposure to germs and viruses.

In addition, to ensure a clean and safe environment, we have upgraded our equipment to state-of-the-art electrostatic technology and added EPA registered List N hospital-grade disinfectants to our standard array of cleaning products.

In short, facilities need a cleaning strategy for consistently disinfecting high-touch surfaces. This includes using the right chemicals in the right way. As ISSA puts it: "Using more chemicals does not equate to a better clean." Always follow the directions on chemical product packaging including dilution, application, and "dwell time," which is the amount of time disinfectants need to remain wet on surfaces to properly disinfect.

NOT SURE WHERE TO START?

CCS Facility Services is well versed in determining scope of overall cleaning protocols for many types of facilities and we will work with you to develop your needed solution.



Risk Mitigation Solutions

Cleaning is risk mitigation, and we know how important it is to you to keep your employees safe and healthy. It's not just cleaning for COVID-19: we are surrounded by different germs that can make people ill. Cleaning for health is the most effective technique to mitigate the spread of viruses, germs, and diseases. Whether you are preparing for or responding to a health concern, cleaning is one of the few health strategies that facility leaders can control.

When developing your cleaning strategy to protect your building occupants, here are elements to consider:

- **Electrostatic Spraying:** Proven both safe and effective against infectious disease
- **Chemicals:** EPA-registered, hospital-grade, one-step cleaner disinfectant applied to non-porous surfaces
- **Personal Protective Equipment (PPE):** Proper PPE worn when disinfectants are applied and a procedure to dispose of PPE properly
- **Exposure:** Protocol for response to confirmed or presumed positive COVID-19 exposure

To support our customers and the many individuals they serve, early in the pandemic, CCS added new procedures, protocols, and products to deliver the very best clean. This is now a regular part of our cleaning process to help maintain healthy facilities.

From innovative disinfecting sprayer technology to enhanced equipment and our state-of-the-art internal communication technology, we have all the tools to make your new norm safe and comfortable.

In addition, as the first company in the world to earn GBAC STAR™ Service accreditation from the Global

Biorisk Advisory Council (GBAC), the gold standard in biorisk education and training, CCS demonstrated compliance with the program's 20 core elements, which range from our strategy for a sustainable supply chain to infectious disease prevention practices to employee safety and much more.

FIRST

in the world to earn GBAC STAR™ Service accreditation, representing CCS Facility Services' commitment to the health and safety of the occupants within our customers' buildings



What CCS Facility Services' GBAC Investments Mean for Our Customers



CONFIDENCE

Your cleaning partner has the most rigorous cleaning, disinfection, and infection prevention training and processes – validated by GBAC, the global authority



CONTINUOUS IMPROVEMENT

Ongoing training and scalable processes as knowledge, products, and best practices evolve



CONSULTATION

Consultative services to help you develop a strategy for facility re-entry

Clean, Sanitize, Disinfect: What's the Difference?

There is understandable confusion about the depth and breadth of “cleaning” terms used today. ISSA provides a handy guide:

Cleaning: Cleaning removes soils such as dirt, dust, and blood off a surface, priming it for disinfection and restoring its appearance to how it looked when it was first bought or installed. Cleaning does not claim to remove or kill pathogens on a surface.

Sanitizing: At a minimum, sanitizing removes or kills 99.9% of select bacteria on a surface. Sanitizers do not kill viruses such as COVID-19. Unlike disinfectants, some sanitizers can be used to remove germs on porous, soft surfaces including bedding, padding, carpet, and upholstery.

Disinfecting: Disinfecting uses chemicals that reduce pathogens by 99.9999%, further mitigating people's exposure to harmful microorganisms, including spores and viruses like COVID-19. Compared to cleaning and sanitizing, disinfection removes and kills more pathogens.

What about sterilizing? Sterilizing removes and eradicates 100% of microbes on a surface. The sterilization process is used on healthcare equipment that may enter the human body and on nonporous surfaces, such as operating room tables, that need to be completely free of pathogens.

Source: September/October issue of “Cleaning & Maintenance Magazine,” published bimonthly by ISSA

CLEAN	SANITIZE	DISINFECT
<p>Removes germs, dirt and impurities from surfaces and objects</p> <p>Uses cleaning products and water</p> 	<p>Greatly lowers the numbers of germs on surfaces or objects to a safe level as judged by public health</p> <p>Lowers risk of spreading infection</p> 	<p>Kills germs on surfaces or objects</p> <p>Uses special disinfectant chemicals and products</p> 

Source: Centers for Disease Control

Disinfection Best Practices: Read Your Product Labels

Once a surface has been disinfected, how long does that last?
Is there any residual effect on viruses like COVID-19 after disinfecting?
What about antimicrobial coatings?

Current technology in disinfectants requires a “dwell time” (contact time) for the surface to remain wet with the disinfectant for it to kill or inactivate specific pathogens. Once that disinfectant has dried, there is no assurance of any additional efficacy.

Once a surface has been disinfected, it remains disinfected until a pathogen is reintroduced to that surface, usually by someone coughing, sneezing, or touching that surface with contaminated hands/items.

By following manufacturer-directed dwell times, a person may need to wait up to 10 minutes to re-enter their space in order for the highest level of disinfection benefit to be achieved.

SHOULD WE INSTALL ANTIMICROBIAL PRODUCTS ON HARD SURFACES?

There are a small number of products that show efficacy against viruses that are similar to COVID-19 and limited data on COVID-19 specifically. Antimicrobial products can help to reduce the concentration of COVID-19 on surfaces and could be considered as an additional preventative step.

However, all manufacturers thus far have indicated that these products do not replace normal cleaning and disinfecting and should be used only to supplement hygiene between normal disinfecting operations.



More Than Cleaning: Facility Engineering Enhancements to Keep You Safe

A clean and healthy environment is more than disinfecting high-touch zones and supplying proper PPE: it is confidence that you are breathing clean air during the many hours you and your facility occupants spend in the workplace.

Pathogens or microbial contamination in indoor air represents a major public health issue and can be a potential cause of viral spread, which is why CCS Facility Services has taken every precaution to establish clean air procedures and protocols.

Our clean air plans adhere to the CDC and ASHRAE's COVID-19 *Building Readiness & Reopening Guidance* for safe operation of green HVAC management. ASHRAE is the industry leader in research, standards writing, publishing, certification, and continuing education around advancing the science of heating ventilation, air conditioning, refrigeration, and related fields.

In addition, CCS has implemented further measures to control contaminants through state-of-the-art building technologies and the newest in high-efficiency particulate air (HEPA) filtration systems.



Best Practices for Everyone's Safety

CCS Facility Services supports and implements best practices as guided by the CDC and public health departments and regularly seeks the most updated guidance, such as the [CDC's Guidance for Businesses and Employers](#).

In situations where CCS is employing team cleaning, employees are required to stay a minimum of six feet apart. This includes limiting the number of employees who enter the freight elevator at one time.

CCS also staggers clock in/clock out and breaks for employees at larger locations to minimize grouping.

Our supervisors regularly visit job sites during both day and night shifts to validate and continue training/reinforcement on health and safety best practices.

Employing these best practices is not just minimizing spread of COVID-19. Distancing, hand washing, masking, and staying home when one is ill has led to a measurable decrease on incidence of other diseases, both respiratory and non-respiratory, including norovirus, influenza, and many others.

Reinforcing Healthy Best Practices



WASH YOUR HANDS: 20 SECONDS
LAVESE LAS MANOS: 20 SECONDS



AVOID CONTACT WITH/WHEN SICK
EVITE TODO TIPO DE CONTACTO SI ESTÁ ENFERMO



AVOID TOUCHING FACE/EYES
EVITE TOCARSE LA CARA



IF YOU ARE SICK, STAY HOME
SI ESTA ENFERMO QUEDESE EN CASA



KEEP SURFACES CLEAN
MANTENGA LAS SUPERFICIES LIMPIAS



COVER COUGHS & SNEEZES
CUBRE TOS / ESTORNUDOS



CCS GBAC Trained Technician™ In addition, CCS Facility Services has had hundreds of frontline staff and supervisors trained to become GBAC Trained Technicians, part of the GBAC expert training curriculum. GBAC Trained Technician certification is achieved by completing cutting-edge virtual training on proper cleaning and disinfecting for infectious diseases from GBAC. **CCS's GBAC Trained Technicians wear a special logo on their uniforms to indicate their individual certification.**



GBAC-TRAINED TECHNICIAN™

Self-Attestation

A key element in minimizing the spread of any infectious disease is individual assessment of one's own health.

CCS Facility Services began the pandemic by providing training on recognizing symptoms of COVID-19 and noting when known exposure had occurred, both on job sites and in our team's personal lives. We continue ongoing training about health self-identification as an evergreen best practice to maintain healthy work environments.

CCS has implemented a policy of self-attestation regarding the health of individual employees. Each shift, staff are asked to perform a self-assessment considering all potential symptoms of COVID-19; specifically, they are asked to assess:

In the past 48 hours, have you experienced any new or unexpected symptoms that are on the following list:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

The employee also must assess: Within the past 14 days, have you been in close contact (6 feet or closer for 15 minutes in a 24-hour period) with a person who is known to have laboratory-confirmed COVID-19?

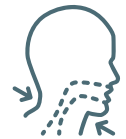
COVID-19 Symptoms



**FEVER AND
FATIGUE**



**COUGH AND/OR
CONGESTION**



**TROUBLE
BREATHING**

In addition, CCS' self-attestation includes other health-related questions for employees to assess.

If the employee answers "no" to all questions, he or she agrees to CCS guidelines for face covering and physical distancing before returning to a CCS facility or serviced location for work.

If the employee answers "yes" to any of the questions, he or she may not return to any CCS facility or job site. The employee is directed to contact his/her supervisor immediately for an assessment as to whether it is safe for the employee to work as well counseled to seek immediate medical attention if he/she is experiencing significant symptoms.

Workers who have had COVID-19 symptoms, test positive for the virus, or had close contact with someone who has had symptoms must be cleared by a medical professional and provide CCS with documentation before returning to work.

Providing direction and education on the known symptoms of COVID-19 and reinforcing the importance of minimizing exposure to symptomatic people is an important step to mitigate community spread.

Like the best practices for health on the previous page, self-assessment is not just beneficial to minimizing the spread of COVID-19 but any illness that could spread to colleagues.

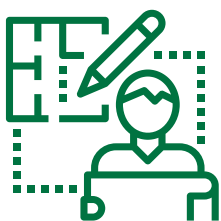
Doors Open: Taking the Steps for a Safe Re-entry

As your business navigates through the new normal, CCS recommends you consider the following recommendations to aid the transition back to higher capacity in your facility:

1

PHASE RE-ENTRY

We recommend a gradual, phased return, such as staggered days and times. Many offices have implemented new workspace solutions allowing only a percentage of staff to be in the workplace at any time, and some companies are employing a reservation system to reserve work spaces. This also is an efficient way to provide contact tracing should an exposure occur.



2

WORKSPACE LAYOUT

Help people in your building make safe choices. Consider rearranging your office layout to discourage crowding. Minimize furniture in common areas, including removing chairs from break rooms and conference rooms. Tape out spaces on the floor to ensure chairs remain six feet apart. Continually audit that chairs are not “sneaking” back into common spaces.

3

STOCK SUPPLIES BEFOREHAND

Prepare your space – including work areas, conference rooms, break rooms, and kitchens – with sanitizing stations and disinfecting wipes.

Antibacterial Soap: Yay or Nay? Per the Food & Drug Administration (FDA), there currently is no evidence that antibacterial soaps are any more effective at preventing illness than washing hands with plain soap and water. In fact, some data suggests that antibacterial ingredients could do more harm than good in the long-term and more research is needed.



4

CONSIDER YOUR PPE POLICY

As mask mandates change county by county, your facility may be faced with a decision on when or whether to discontinue masking in public areas. For multi-tenant facilities, your tenants will be considering the same thing in their spaces. Keep abreast of local county/health department guidance and make the decision on what's right for your building occupants.

5

DELIVERY GUIDELINES

If you have not already, establish delivery protocols for the contractors and delivery personnel coming into your workspace. This may include documentation of all visitors/delivery people, temperature checking, restricted entries, or other processes. Consult your local health department for recommendations.



6

ACCESS POINTS

All facilities have many access points, but that can open you up to symptomatic or non-compliant people coming into your building. Ensure locked doors remain locked and convey security best practices to your staff and contractors. Rest assured that CCS will follow your security procedures to the letter.

7

UP-TO-DATE SIGNAGE

People will be confused. Information varies from one location to the next. Audit signage you have in public and group spaces: is the information accurate for your current protocols? Even if the information is current, is the signage in good shape? Are your social distancing signs and floor markers still clean and legible? Freshen up signage with a “welcome back” message while also reinforcing the safety policies for your facility. After all, you are keeping an eye out for everyone who comes into the building.



8

TOUCH-FREE OPTIONS

Are there places where you can replace manual items with touch-free items, especially in restrooms? This would include installing motion-sensor faucets, soap dispensers, towel dispensers, and even potentially automatic door openers or toe-pull hardware. In addition, consider keeping touchless hand sanitizer stations in stock throughout the facility.

Ongoing Training: Learning Never Stops

The pandemic has helped individuals, workplaces, and society at large become more aware about how infectious diseases spread. Since the early days of the pandemic, the CCS team has been committed to adapting and staying knowledgeable as industry improvements evolved. Our thousands of frontline staff – the teams in your facilities day in and day out – need the most up-to-date information to protect you and to protect them.

Like most industries, we shifted largely to video training and electronic messaging. We deploy cleaning for health and safety best practice information through janitorial closet posters, supervisor-provided materials, and through a mobile employee portal in the palm of everyone's hand.

The mobile portal also serves as our Mobile Work Ticket tool so we are aware when a biorisk situation arises that needs to be addressed immediately.



CCS Facility Services' Commitment to You

- ✓ Discuss your facility's needs to help you develop a cleaning strategy that is right for you
- ✓ Increase the frequency of disinfecting
- ✓ Incorporate the periodic use of electrostatic disinfecting
- ✓ Place or move trash receptacles near restroom exits for disposal of paper towels for people who use towels to touch the door handle
- ✓ Identify and schedule special tenant requests prior to their return, such as carpet/upholstery cleaning, electrostatic disinfection, and/or additional day porter services within suites

How You Can Protect Your Building Occupants

- ✓ Promote proper handwashing procedures via simple instructions in all restrooms and other forms of building communication
- ✓ Reduce or remove seating in conference rooms or gathering areas to maintain at least six feet of separation between individuals
- ✓ Remove personal items and clear papers each day so that janitorial staff can properly and more easily disinfect open areas of work stations as outlined in the scope of work
- ✓ Keep disinfectant wipes next to copy machines and other commonly used electronics as well as in kitchenettes, break rooms, and common areas
- ✓ Consider shifting day porter priorities or adding day porter services to increase frequency of high touch-point disinfecting

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Throughout these uncertain times, CCS has been the only certainty we have been able to count on.

Their quick responses to our requests for their cleaning processes, pricing for our tenants and disinfecting have made a stressful situation easier to manage.

The team is also always friendly and concerned for our well being. We couldn't have asked for a better partnership to weather this storm.

LAURA GONZALEZ
Property Manager,
Cousins Properties Incorporated

Frequently Asked Questions Regarding Cleaning in the Workplace

What products will the janitorial staff be using daily to disinfect surfaces?

CCS will continue to disinfect touch points as well as non-porous surfaces with Spartan HDQ Neutral Disinfectant Cleaner (EPA #1839-169). This product is listed on the EPA's List N as effective against COVID-19 and other infectious diseases.

CCS may utilize, in limited situations, at an additional cost, either a Victory Electrostatic Sprayer or a Clorox 360 Electrostatic Sprayer. We will use HDQ Neutral Disinfectant as listed above or Clorox 360 Disinfectant Cleaner (EPA #67619-38). For facilities with the Wellness designation, the protocol is to use the disinfectant HP202, which is EPA # is 45745-11. All products are on the EPA's List N as effective against COVID-19 and other infectious diseases.

How is CCS addressing cross contamination issues? How can we be assured that cleaning supplies (such as cloths) are not being used from one space to another and are being swapped out as necessary?

CCS Facility Services uses a color-coded system to prevent cross contamination.

Microfiber cloths are used to remove soil and biofilm from surfaces so that the disinfectant can work on any pathogens and then leave a residual amount of disinfectant that remains wet for the required dwell time. The industry utilizes microfiber cloths due to the product's ability to pick up soil and retain it. CCS Facility Services follows industry best practices of folding cloths into quarters, which yields eight separate and distinct surfaces to remove soil load.

Once a cloth has become loaded, it is replaced with a clean cloth. Soil is later removed from the cloths via washing.

It is important to note that the cloths are fully saturated with disinfectant, ensuring the proper amount of disinfectant is left behind for the surface to remain wet for the required dwell time per EPA regulations.

What changes will CCS be implementing in the scope of work upon return of the tenants? Will there be any additional cost for these changes?

For our current customers, CCS will continue to perform the same scope of work outlined in the service contract.

CCS night cleaners and day porters use Spartan HDQ Neutral Disinfectant Cleaner on all non-porous surfaces to clean common touch points. CCS day porters continue to focus on high touch point areas to break the chain of infection as often as possible.

However, we will work with your team to determine the appropriate scope of cleaning and disinfecting as your facility ramps up for workplace re-entry or to welcome more visitors to the facility. For example, we generally recommend increasing the frequency of disinfecting touch points during occupied hours to bolster the frequency of breaking the chain of infection. There may be additional protocols that building managers request and we can add additional services to the building cleaning process as needed. Additionally, we will work with your team if there are specific needs from tenants.

How might day cleaning be affected since there is a required dwell/contact time for the disinfectant?

Since surfaces treated with disinfectants must remain untouched for a determined amount of dwell time to achieve maximum disinfection benefit as prescribed by the manufacturer, the tenant may be delayed slightly in reoccupying a space, approximately 10 minutes.

Can we have our carpets disinfected? Do vacuum cleaners spread the virus?

Yes, CCS Facility Services can perform additional carpet disinfection services upon request, such as using a hot water steam extract with a disinfecting cleaner. The industry has determined there is no absolute guarantee that carpets can be completely disinfected but the process does provide a sanitizing claim.

CCS uses vacuum cleaners that meet the Carpet and Rug Institute's (CRI) Green Label Program. This certifies them on three fronts: no damage to the carpet, removal of soil, and retention of soil instead of putting it back into the air. The vacuums we use range from CRI Green Label Bronze to Gold. They also contain a HEPA filter media on the exhaust port to ensure capture of very small particles. Indoor air quality is the goal of the Green Certification and it is doubly valuable in CCS' work to ensure healthy environments.

What additional steps are you taking to ensure that your employees are safe?

The health and safety of our employees is of critical importance, and CCS Facility Services has developed an extensive protocol to keep our employees safe. Part of our GBAC STAR Service accreditation requires documentation of our sustainable protocols to ensure our employees' safety.

Specifically:

- CCS employees are provided face covers per CDC recommended guidelines along with other necessary PPE to ensure they are protected from workplace hazards.
- CCS employees will maintain social distancing guidelines of at least six feet from others during the performance of their duties.
- Employees are required to wash their reusable face covers after each shift using soap and water, rinsing them thoroughly, and allowing them to dry.
- All CCS employees are required to perform handwashing after removing gloves, before touching their faces, and before and after eating.
- Non-laundryable but reusable PPE is wiped down with disinfectant inside and out after use. Disinfectant is then reapplied and allowed to dry for the proper dwell time (70% or greater alcohol may be used in lieu of disinfectant for the final step).

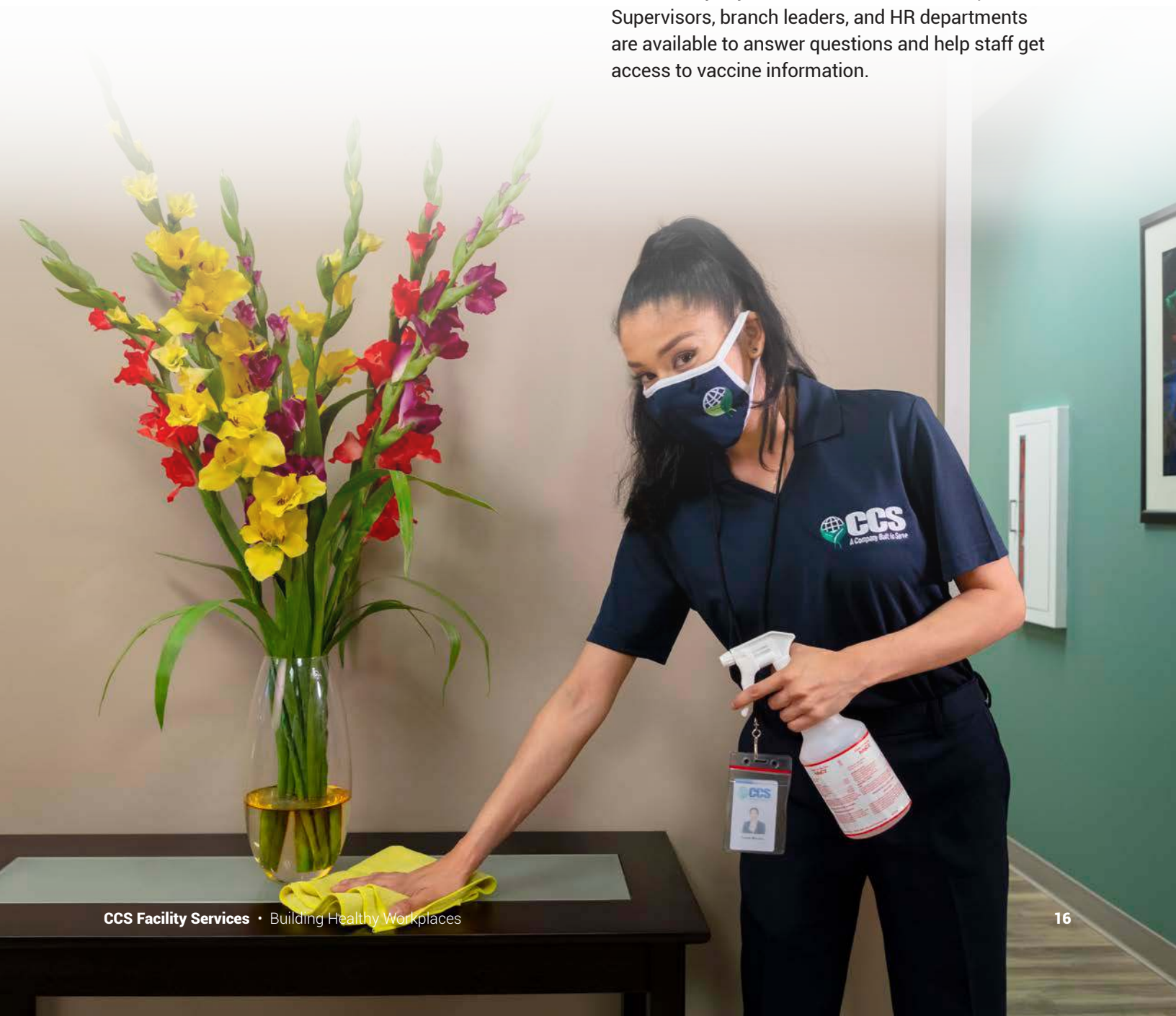
The steps above are in addition to the self-assessment and self-attestation policy CCS has developed for all our staff as detailed in the Self-Attestation section above.

May we screen the janitorial crew upon arrival to our building? May we direct them to complete a health questionnaire or have their temperature taken?

Yes, the janitorial crew can be screened and will comply with a health questionnaire and/or temperature check. CCS staff will follow your facility's health and safety protocols in addition to the personal self-assessment they perform as part of CCS employment.

Is CCS mandating the COVID-19 vaccine for its janitorial and engineering staff?

Like many businesses, CCS Facility Services is not mandating the COVID-19 vaccine for our staff. We are providing extensive English and Spanish-language education about the vaccine per CDC and local health department guidance and we have made available technical infrastructure to assist staff who want to receive the vaccine. We provide posters specific to each county in janitorial closets across our portfolio. Supervisors, branch leaders, and HR departments are available to answer questions and help staff get access to vaccine information.





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