

# IHG Way Of Clean

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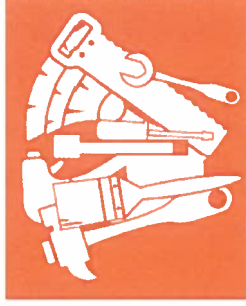
# IHG Way of Clean



IHG Way of Clean 5-S  
Cleaning Programme



IHG Way of Deep  
Clean Program



IHG Way of Preventative  
Maintenance Programme

The three elements which make up  
IHG Way of Clean as a new brand  
standard in EMEA

The programme is based on a colour coded system (pink, yellow, blue) which determines cleaning products, tools and surfaces in order to prevent cross-contamination and provide highest standards of cleaning

## Cross Contamination

It is important to ensure that cleaning products are used correctly to avoid cross-contamination. This is achieved by using the correct cleaning product for the correct surface. The IHG Way of Clean provides a clear guide to the correct use of cleaning products.

## Color-Coded System

Color	Yellow	Pink	Blue
Surface	High-touch surfaces e.g. door handles, light switches, fire alarm pull stations, etc.	Low-touch surfaces e.g. walls, floors, ceilings, etc.	Wet surfaces e.g. showers, toilets, sinks, etc.
Cleaning Product	Disinfectant	Disinfectant	Disinfectant
Cleaning Tool	Yellow spray bottle	Pink spray bottle	Blue spray bottle
Frequency	At least once a day	At least once a day	At least once a day

The IHG Way of Clean provides a clear guide to the correct use of cleaning products. This is achieved by using the correct cleaning product for the correct surface. The IHG Way of Clean provides a clear guide to the correct use of cleaning products.

## How do you get started?

1. Read the GM Implementation Guide
2. Review the new brand standards
3. Get familiar with the cleaning product list under this brand standard
4. Sign up your leadership team (all HODs) to the **mandatory webinar IHG Culture of Clean Implementation**. Webinar dates starting week 18 May (via Hotel Bulletin) .Make sure to keep training records for future audit purpose.
5. Study the Covid-19 Cleanliness and Safe Operations Procedures
6. Use the Room Cleanliness Inspection App. This will help you with sample room checks based on the IHG Way of Clean checklist

# IHG Way Of Clean Product list

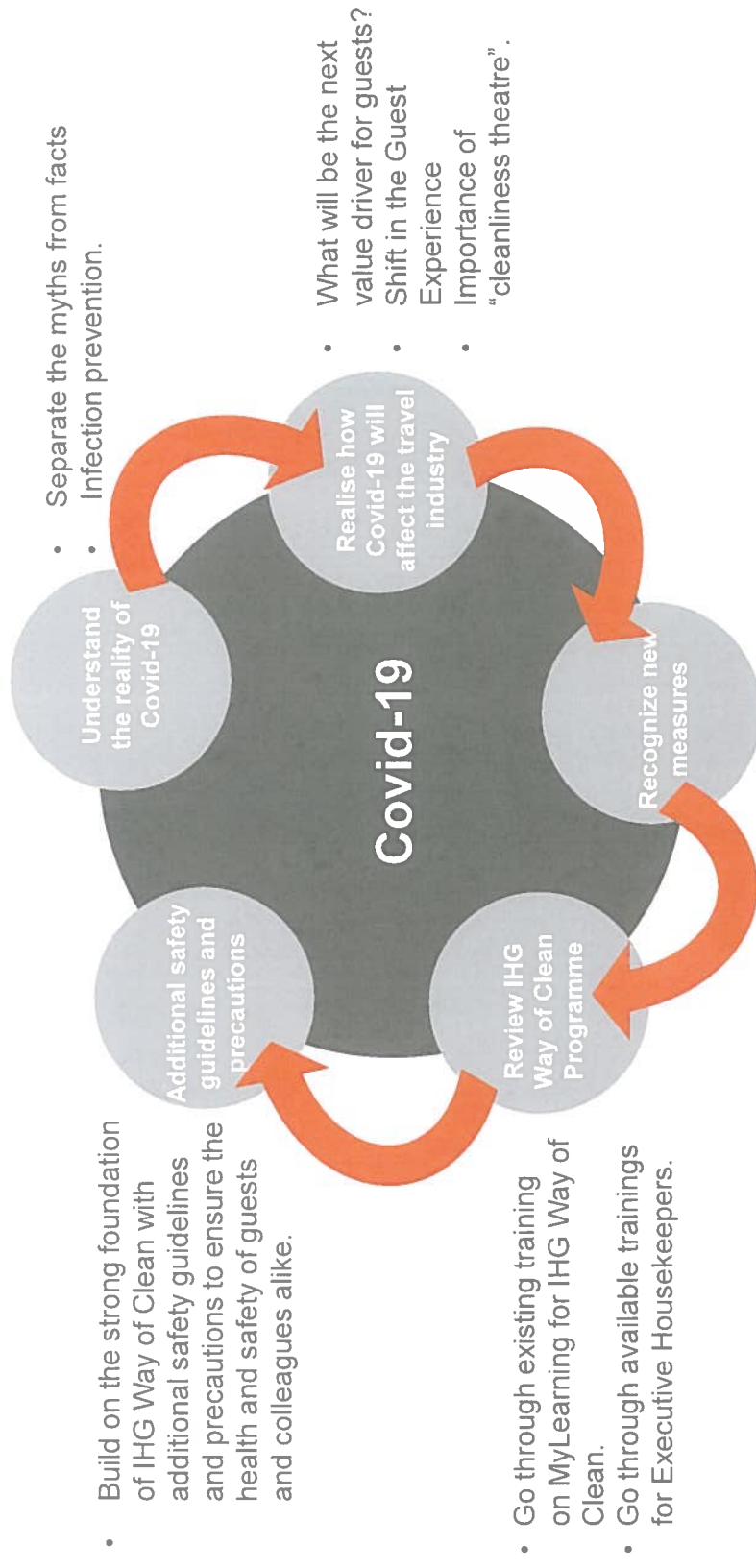


## MEA

The following guest room cleaning products must be used as directed in the IHG Way of Clean program chemicals and/or bottle labels utilized must be color coded to align with microfiber cloths used to avoid cross contamination						Example products from Diversey (CMH Preferred Vendor)
Standard	Clean / Disinfect	Required Chemicals	Chemical Detail	Surface	Microfibre Cloth Color	Product Name
Bathroom disinfectant and cleaner	Step 1 clean & Step 2 disinfect (either in 1 product, or in a 2 step process)	Bathroom disinfecting & cleaning	Disinfecting: contact time 5-10 minutes	Wet Surfaces (Sinks, Tub, Shower, Toilet) – need to rinse	Pink/ Red	Toilet bowl cleaner ROOM CARE R1-PLUS
						Disinfectant Cleaner ROOM CARE R2-PLUS 2X1 5L Disinfectant Cleaner ROOM CARE R9-PLUS PUR-ECO 2X1 5L W1+
Multi-surface disinfectant and cleaner	Step 1 - clean	Multi-Surface Cleaner & Disinfectant	EPA Certified Disinfecting Contact time 3 - 10 min	Dry Hard Surfaces (Counters, fixtures, Handles, Phone, Remote, Light Switches) – no rinse	Yellow	Disinfectant Cleaner ROOM CARE R2-PLUS
	Step 2 - disinfect key high touch points (recommended only)					Disinfectant Oxivir Excel / Oxivir Wipes / Oxivir foam (dependent on local available variant)
Glass cleaner: cleaning mirrors, windows, TV screens.	Step 1 - clean	Glass Cleaner	Spray & wipe	Glass, mirrors & tv's	Blue	Room Care R3 Plus Cleaner
Odor control		Odor Neutralizer	N/A	Air and Carpet		Textile & room fresher ROOM CARE R5-PLUS Textile & room fresher (alt. Scent) Room Care R5.1

# IHG Way of Clean – Covid-19 module TRAINING

WHO	All hotel General Managers and Department Heads
WHEN	Available as of 18 <sup>th</sup> May 2020



# Room Cleanliness Inspection App

**IHG®**

## Room Cleanliness Inspection App



- ❖ Launched in March 2020
- ❖ Supports sample room checks based on the IHG Way of Clean checklist
- ❖ Provides reporting on cleanliness focus areas
- ❖ Available in 11 languages
- ❖ Link to the app and further information via the Covid-19 hub, IHG Way of Clean tile



# Electrostatic Sprayers



Electrostatic sprayers work by charging liquids (i.e., cleaners, sanitizers, and disinfectants) as they pass through a sprayer nozzle.

This generates charged droplets that repel one another and actively seek out surfaces, which they stick to and even wrap around to coat all sides.

The result is a uniform coating of sanitizer or disinfectant on sprayed objects, including hard-to-reach areas that manual cleaning can miss.

COST ESTIMATE    £700 - £900 per unit

LEAD TIME    3-4+ weeks



ALL HOD

# General Manager Implementation Guide

## Culture of Clean

About this guide:

This guide is aimed at GMs and Training Managers in hotels to help understand the elements of the IHG Way of Clean programme plus Covid-19 cleanliness guidance in order to:

- Become compliant with IHG Way of Clean as a new brand standard
- Train colleagues and roll out IHG Way of Clean in your hotel
- Raise staff awareness and understanding of Covid-19 cleanliness guides

Key resources:

1. [IHG Way of Clean Merlin Site](#)
2. [Covid-19 IHG Way of Clean tile](#)
3. myLearning videos on IHG Way of Clean for [Europe](#) and for [SEAK, IMEA, AuA\]](#)



## INTRODUCTION

### Building a Culture of Clean

In the wake of Covid-19 and the heightened sensitivities around hygiene, we have to keep cleanliness a top priority and with that stringent housekeeping and cleanliness protocols are critical to ensuring the safety of colleagues and guests.

The **IHG Way of Clean** programme, long a best practice in EMEAA, and Brand Standard in the other regions, is now a global Brand Standard for all hotels.

At IHG, it is our commitment to keep **cleanliness a top priority** and with that stringent housekeeping and cleanliness protocols are critical to ensuring the safety of colleagues and guests.

Guests are expecting something different now. Providing a safe, healthy, and clean stay for every traveler has always been important to us.

**Cleanliness is everyone's responsibility!** Housekeeping has always been considered a 'back of house' operation – now it has moved to a responsibility shared by everyone in the hotel. There are now additional touch points throughout the guest journey, where heightened cleanliness standards will play a major role.

## Overview of access to material:

Components	What material is there?	Where do I find it?
Covid Specific Guidance	SOPs	Covid-19 Hub
IHG Way of Clean Programme	Job Aids, Collateral, Train the trainer, in-language versions	Merlin Site
	Training Videos	MyLearning

Links to these resources will be listed in this documents below.

## WHAT DO YOU NEED TO KNOW

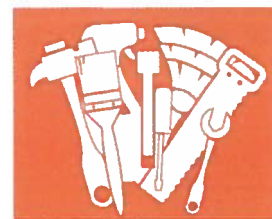
The IHG of Clean programme consists of the following elements:



IHG Way of Clean 5-S  
Cleaning Programme



IHG Way of Deep  
Clean Program



IHG Way of Preventative  
Maintenance Programme

1. **IHG Way of Clean** is a well-established programme within IHG designed to provide hotels with a comprehensive set of tools, training and equipment to ensure colleague and guest safety in these times of heightened concern. See a summary of this element [here](#).
2. **IHG Way of Deep Clean** provides a structured cleaning approach using checklists and logs to ensure a regular deep cleaning schedule throughout the hotel. See a summary of this element [here](#).
3. **IHG Way of Preventative Maintenance** ensures delivery of a well-maintained hotel environment which is both aesthetically and hygienically clean and helps your hotels to satisfy our guests. See a summary of this element [here](#).

These 3 elements are now a brand standard in EMEAA and include the following compliance dates:

<b>Standard</b>	All GMs, Deputy GMs, Clean Champions and Head of Departments must complete the IHG® Culture of Clean Implementation training as follows: [18 June 2020 compliance date for hotels already open]
Specification	Must be completed prior to hotel opening / re-opening
Specification	All new GMs, Deputy GMs and Head of Department staff must complete within 14 days of employment
Specification	Training completion records must be kept on site, in paper or digital format, for IHG® review.
<b>Standard</b>	All housekeeping colleagues (in-house or outsourced) must complete the required IHG® Way of Clean 5S Cleaning Programme training as follows: [18 June 2020 compliance date for hotels already open]
Specification	Must be completed prior to hotel opening / re-opening, and every 12 months thereafter.
Specification	All new housekeeping staff must complete within 14 days of commencing work at an IHG hotel and every 12 months thereafter.
Specification	Classroom training and/or on the job training is permitted.
Specification	Training completion records must be kept on site in paper or digital format, for IHG® review
<b>Standard</b>	The following guest room cleaning products must be used as directed by the IHG® Way of Clean 5S Cleaning Programme: [30 July 2020 compliance date]
Specification	Must be in use by 30 July 2020, or within 30 days of hotel opening / re-opening
Specification	Multi-surface disinfectant and cleaner
Specification	Bathroom disinfectant and cleaner
Specification	Glass cleaner
Specification	Odour neutraliser
Specification	Floor cleaner
Specification	To avoid cross contamination, chemicals and/or bottle labels used must be colour coded to align with microfiber cloths used
Specification	All products must comply with the approved product specifications [insert attachment]
Guideline	Recommended supplier: Diversey
Guideline	Multi-purpose products are permitted when purchased following approved product specifications
<b>Standard</b>	The following guest room cleaning tools must be used as directed by the IHG® Way of Clean 5S Cleaning Programme: [30 July 2020 compliance date]
Specification	Must be in use by 30 July 2020, or within 30 days of hotel opening / re-opening
Specification	Multi-coloured microfiber cloths
Specification	To avoid cross contamination, microfiber cloths used must be colour coded to align with chemicals and/or bottle labels used
Guideline	Universal extendable pole with attachments for dusting, hair-removal, multi-purpose cleaning is highly recommended
Guideline	Black light is highly recommended
Guideline	Recommended supplier: Diversey
<b>Standard</b>	The following documented inspections must be completed as directed by the IHG® Way of Deep Clean and Preventative Maintenance programmes: [18 June 2020 compliance date]
Specification	25% of guest room inventory inspected per month via checklist, IHG® Room Cleanliness Inspection app, or alternative service optimisation tool
Specification	Guest room preventative maintenance completed four times per year in each guest room
Specification	Deep clean checklists completed two times per year in each guest room
Specification	Deep clean checklists completed four times per year in all public areas
Specification	Weekly property walk checklists
Specification	Daily, weekly and monthly checklists for public areas
Specification	Documentation must be kept on site, in paper or digital format, for IHG® review
Guideline	Checklists are available on the IHG Way of Clean Initiatives page. [insert link]

As part of the brand standard please also note the IHG Way of Clean [product list here](#).

### Note on products

IHG Way of Clean, including products that both clean and disinfect, put us ahead of the curve for a situation like we are facing at present with COVID 19. Ensuring we are providing not only a clean but also a safe room, here are some further tips and recommendation to ensure maximum safety.

- Hotels should use cleaning & disinfectant products certified to be effective against coronaviruses and specified contact times are adhered to.
- Additionally, we recommend hotels to spray high-touch areas at the end of the cleaning process. This particularly applies for hotels located where a high number of coronavirus cases are being reported. For Diversey - the suggestion would be use a product called Oxivir (see product listing) given it's short contact time and unique AHP formulation.
- Items in bathroom (faucet, handles, sink, tub and toilet handle) should be sprayed at the end, right before walking out of the room. That way, we can ensure the disinfectant gets the required time in contact with those areas to be effective.

The IHG Way of Clean is based on a colour coded product and cloth list system:

### Cross Contamination

IHG® Way of Clean 5-S Process follows a color-coded system to avoid cross contamination. Cross contamination occurs when harmful bacteria or germs are spread from one surface to another, being transferred via the hands or equipment when cleaning. It is important to follow the color-coded system when cleaning in order to avoid the risk of cross contamination.

### Color-Coded System

MICROFIBER CLOTH	CHEMICAL ICON	CHEMICAL USED	SURFACE TYPE	AREA OF USE
		Bathroom disinfectant and cleaner.	Wet bathroom surfaces that can be, or need to be rinsed.	Bathroom shower, tub, sink, and inside toilet bowl.
		Multi surface disinfectant and cleaner.	Dry surfaces that cannot be, or do not need to be rinsed.	Counter tops, table tops, outside of toilet (not inside bowl), remote controls, switches, door knobs, handles, etc.
		Glass cleaner.	Glass and mirrors.	Glass and mirrors.

To clean dry surfaces, apply cleaning chemicals sparingly onto microfiber cloths and wipe the surface to ensure product is not overused, and to protect the surface.



The cloth used on a toilet should never be used on other surfaces to avoid cross contamination. Discard the cloth for laundering after cleaning the toilet.

## WHAT DO YOU NEED TO DO

### Immediate action:

#### 1. Staff Briefing

Brief all teams what IHG and your hotel are doing to protect guests and colleagues

- When briefing staff ensure social distancing guidance is followed and allow 2m space between colleagues
- Announce that IHG Way of Clean is a new brand standard

- This aims to protect guests as well as colleagues
- Announce that the GM and all HODs will need to attend a mandatory introduction webinar starting w/c 18 May (Culture of Clean)
- Cleanliness is now a shared responsibility across all hotel teams
- Everyone is expected to change behaviours and adhere to the Covid-19 guidance on the IHG hub:
- Familiarise yourself and your team with the guidance documents on the Covid-19 hub:
  - a. [SOP: Cleanliness and Safe Operations Procedures](#) (key document)
  - b. [SOP: Social distancing in a hotel environment](#)
  - c. [Quick guide: Hand sanitizers](#)
  - d. [SOP: Personal Protective Equipment \(PPE\)](#)
  - e. [SOP: Cleaning and disinfection for hotels used for isolation and quarantine](#)
- Explain the meaning and examples of high (frequent) touch points and how to clean these / how often. Think also about high touch points outside the guest room and disinfect these regularly. It is ok to do this in front of guests.

Refrigerator	Telephone	Bedside tables
Microwave	Light Switches	Drawer handles
Thermostat	Lamp and floor lamps	Desk chair
HVAC Unit	Door handles	Safe
Coffee Maker	Minibar handles	USB ports
Television	Kettle/tea handles	Hairdryer
Television remote control	Clock radio	Toilet and tap handles
Iron	Iron board	Hangers

- Make sure all staff know how to respond to questions from guests regarding IHG's cleanliness approach. Answer questions in line with our FAQ guidance ([link to follow soon](#))
- Assign a training lead or champion to lead the training for IHG Way of Clean on myLearning for all housekeeping staff

## 2. Sign up to the webinar Culture of Clean – mandatory as part of the new brand standard

- GMs and all HODs must attend the Culture of Clean webinar starting w/c 18 May. Dates and links to sign up will be communicated via Hotel Bulletin
- Make sure to keep an attendance record for future audits

## 3. Source the products in line with the IHG Way of Clean standards. See product list above

#### 4. Sign up your housekeeping team to start the training for IHG Way of Clean

##### Full training videos on MyLearning

IHG Way of Clean:

Europe,  
IMEA, AuAJ, SEAK

IHG Way of Preventative Maintenance:

EMEA

IHG Way of Deep Clean:

note there is no myLearning video for this element, please refer to the guide of this element above

##### Note on training roll-out:

The training must be completed by the Housekeeping HOD through myLearning. Further training roll-out must be completed to all housekeeping staff using a choice of options:

- ✓ Classroom training using myLearning videos
- ✓ Self-study via myLearning videos
- ✓ On the job training

In all instances take care to ensure social distancing guidance of 2m space between colleagues is followed.

In-language job aids and material is available on the IHG Way of Clean Merlin and on myLearning as attachments to the courses for Europe and for SEAK, IMEA, AuAJ.

## 5. Focus on these extra tips throughout your hotel:

- Use the 3 colour coded microfibre cloth system not just in guest room cleaning but throughout your hotel
- Use fresh microfibre cloths each time you start a new guest room
- Use fresh gloves each time you start a new guest room
- Wash your hands between cleaning 2 guest rooms
- Frequently touched areas such as handrails, lift control panels or doorknobs, telephone, etc., should be cleaned more frequently
- Stocks and cleaning materials should be readily available
- Don't forget to also disinfect the cleaning trolley regularly
- Rooms should be well ventilated / windows opened to allow fresh air circulation
- Collaterals and all non-essentials items should be removed (pens, note pads, in-room dining menu, local tourist guides, cushions, bed throws, decorations, etc.) and have them available on request
- If the 'Do Not Disturb sign' is used, it should be cleaned and disinfected

## HAVE QUESTIONS?

Reminder of key resources :

1. [IHG Way of Clean Merlin Site](#)
2. [Covid-19 IHG Way of Clean tile](#)
3. myLearning videos on IHG Way of Clean for [Europe](#) and for [SEAK, IMEA, AuAI](#)

Contact [Global.HotelReadySupport@ihg.com](mailto:Global.HotelReadySupport@ihg.com) for implementation questions

Contact for questions around the brand standard and compliance:

Please follow this guide on how to **submit a support ticket**:

\*<https://me2.ihgmerlin.com/documents/53745900/49fc9007-759c-44dd-ad3f-fc329ae82224>\*

*Note:*

Kindly expect a lead time of 5 working days for us to respond to your ticket.