



CLEANING & HYGIENE GUIDE

for Hotels, Resorts, Apartments
& Retreats



How to clean hotels, resorts, apartments and retreats in Australia



Want to impress your guests?

Effective cleaning and disinfection measures have a huge impact on keeping your guests and staff healthy, safe and singing your praises.

Cleaning effectively, however, can be a challenge - especially in an establishment with lots of touchpoints and high levels of traffic.

To help, we've created this comprehensive cleaning guide, along with some handy messaging templates for ongoing communication with staff and visitors about cleaning and hygiene.

With this guide, you'll be able to keep your facility cleaner and germ-free with less effort and worry than ever before. And create guest experiences that make people smile and remember how wonderful you are.

Enjoy,
The XO2 Team

Benefits of a clean and hygienic building

1. Better appearance, appeal and an improved business image.
 2. Improved health and hygiene.
Good cleaning practices will remove harmful bacteria which helps to eliminate infection, germs and bad odours. Staff and visitors will have less sick days.
 3. Better safety and productivity.
Reduce the number of accidents due to slipping and falls. Reduce insurance claims and costs.
 4. Morale-building and pride in your facility.
 5. Extend the life of surfaces and equipment with good cleaning.
 6. Cost savings and improved efficiency of labour and equipment.
 7. Being proactive, not reactive is good for your budget and bottom line.
- Cleanliness improves the image, health and performance of your facility.



'An accommodation facility should be a safe place'. This is easily said but for managers and cleaning staff an enormous effort and skillful management is required to achieve this goal. Is your building encouraging and educating about good hygiene practices for staff and visitors? Do you have proactive cleaning strategies to help control and contain risks? XO2 resources and products can assist your building to go to the next level.

1 Education and behavioural change (nudging)

- Make good cleaning and hygiene a habit and value in your building. Make hygiene habits...
 1. easy, convenient and hard to avoid
 2. normal and socially desirable
 3. fun, surprising and timely
- Train staff on health and hygiene. And ensure your cleaning systems and training are simple and considers those cleaners on staff where...
 1. english is their second language
 2. low literacy (struggles to read)
 3. vision impairment (or needs glasses)
 4. colour blindness (inability to use colour coding)
- Ensure good handwashing procedures are followed especially after toilet visits, before eating and after coughing, sneezing or blowing your nose. When soap and water are not available use a hand sanitiser.
- Ensure your essential supplies (eg. hand soap, toilet paper, disinfectant wipes) are stocked up and never at risk of running out.
- Appoint a person as the hygiene leader in your building who is trained in and responsible for implementing improvement and adhering to operational procedures.
- Communicate with staff, guests and visitors about your commitment to hygiene and best practices.

2 Comprehensive high frequency cleaning program

- Simple cleaning systems with advanced hygiene technology that is eco-friendly and sustainable.
- Get instant access to downloadable and printable single-sheet guides with detailed instructions for cleaning and disinfecting all the area in your facility, including guestrooms, offices, hallways, fitness facilities, cafeterias, and more!
- TGA listed hospital-grade disinfectant liquids and wipes for deep cleaning.
- Australian made products and world leading cleaning technology.
- Free cleaning and hygiene wall signage.
- Compliance leadership. A full program that covers SDS, TGA, GHS7 and more. Safety Data Sheets are always easily accessible online.
- Australia's best cleaning bottle labels that make cleaners smile and remember what they need to be safe. These labels work even when staff have difficulty reading, colour blind or when English is their second language.



The 9 most common cleaning and hygiene mistakes accommodation buildings make.

1 Refillable hand soap, sanitiser and body wash dispensers

This type of dispenser is the most common and unfortunately is also highly likely to be contaminated. Even ones that contain antibacterial soap and alcohol based hand sanitiser. Dark moist places can be a breeding ground for nasties. Very few facilities disinfect and dry dispensers before refilling which is usually not practical given the time it takes. Use a hygienically sealed pod and where possible use automatic touch-free dispensers. [To learn more, watch the video here →](#)

2 Allowing children to use alcohol based hand sanitisers

When you give children access to alcohol based hand sanitisers it is only a matter of time before accidents happen. The most serious is eye injuries. Alcohol based hand sanitisers do not pass dermatological testing. Non-alcohol hand sanitisers pass dermatological testing and in the case of XO2's zero alcohol products, they also kill 99.999% of germs and are very safe around children and pets. [Learn more about kid-friendly hand sanitisers here →](#)

3 Lack of touch point elimination strategies

Every touchpoint in your facility that you remove, the risk of viruses like COVID-19 and influenza spreading reduces. This is often the forgotten part of a hygiene program. Ask yourself, "Can we eliminate that touchpoint?". Think about automatic doors, touch-free automatic washroom dispensers, automatic and touch-free flushing on toilets and urinals, touch-free automatic sanitary hygiene and other bins, touch-free taps in washrooms, minimise self-serve refreshments, service and disinfect air conditioning systems very regularly, install touch-free light switches and sensor lights where possible.

4 No effective system for biohazard spills (eg. vomit, blood, urine etc)

Cleaning up biohazard spills is a high risk task. This includes cleaning up vomit, blood, urine and other bodily fluids from hard and soft surfaces. Each area in your facility should have a clean up kit close at hand that is stocked and ready to go. Staff need to be crystal clear on what they need to do, who will complete the task and how each event should be reported.

Continued...

Continued...

5 **Paying for sanitary hygiene bin servicing**

Many facilities unnecessarily pay money for this service and sometimes a lot of money. Sanitary waste is classed as 'general waste' NOT 'clinical waste'. That means it's goes in the general waste bin with everything else. Don't pay \$100-\$200 per hour for this service, just get some bins and your current staff to empty them. You can easily do this at almost zero cost. You can also service more often if needed. There's only one extra step and that's adding some special granules when you fit a new bag. [Learn all about it by clicking here →](#)

6 **Automatic hand dryers in bathrooms**

The airflow from automatic hand dryers push the germs and toilet plume (poo, wee, saliva etc) floating in the air onto almost every surface. That is a hygiene problem. There's a good reason why you don't see hand dryers in hospitals. Your hand dryer might have great filtration but it's the air flow that creates the problem. Use paper hand towels instead, they are much more hygienic. [Here's some more information on poo particles in washrooms and how to avoid them →](#)

7 **Insufficient cleaning frequency**

Not establishing proper cleaning frequency and following a regular schedule can allow dirt, dust, and germs to accumulate, making it harder to maintain a clean and hygienic environment. It's not uncommon for cleaning staff to be blamed for doing a poor job when cleaning more often is all that's required, sometimes multiple times per day.

8 **Lack of hygiene communication and signage**

Failing to communicate cleaning and hygiene procedures, policies and reminders effectively can lead to confusion, inconsistent practices and a perception that hygiene is not a priority in your facility. Clear signage and communication channels can help reinforce the importance of cleanliness and hygiene. [Check out these signs to get started →](#)

9 **Not educating or reminding people about hygiene**

There are 2 primary parts to cleaning and hygiene education within a facility. The first is ensuring everyone who works at or visits your facility knows when to stay home, when to wash their hands and how to cough. The second is to ensure cleaning staff are comprehensively trained on cleaning techniques, proper product use, and safety protocols. Insufficient training of cleaning staff can lead to ineffective cleaning practices and the improper use of cleaning products.

Here's some more cleaning and hygiene mistakes to look out for in your facility...

- Inadequate hand hygiene.
- Not prioritising high-touch surface cleaning.
- Not sanitising spa baths on every checkout.
- Not sanitising mattresses regularly.
- Buying supplies from cleaning service providers (wastage is incentivised)
- Incorrect use of cleaning products.
- Neglecting proper ventilation in guest rooms.
- Poor shower and bathroom cleaning procedures.
- Overlooking the cleaning of shared items such as keyboards, phones, or stationary.

Your area-by-area facility cleaning plan

Welcome to the ultimate guide to cleaning your hotel, resort, apartments or retreat! Whether you're getting ready for a fresh start to the new year or doing weekly or quarterly deep cleaning, this area-by-area cleaning plan will make sure everything looks, smells, and feels like new! With step-by-step procedures and detailed instructions, this guide will make sure every nook and cranny is spick and span. So get ready to roll up your sleeves, because it's time to give your establishment the clean it deserves!



Just click on the area below to jump to the section.

1. Reception, entrances and hallways →
2. Guest rooms →
3. Toilets and bathrooms →
4. Restaurants, cafes, bars and food areas →
5. Business centres and offices →
6. Conference rooms and facilities →
7. Lifts →
8. Gyms and fitness facilities →
9. Saunas and steam rooms →
10. Spa treatment rooms →
11. External bins and waste management areas →
12. **Deep cleaning instructions** →

PLUS...

- a. Professional cleaning productivity tips
- b. 3 types of cleaning required
- c. Communication templates
- d. Free hygiene wall signage
- e. Australia's best cleaning bottle labels
- f. How-to and training information

Q:

What's the difference between cleaning, sanitising and disinfecting?



A:

Cleaning aims to physically remove dirt, spills, soils and some germs from surfaces.

Sanitising aims to remove or reduce the harmful germs on surfaces to a safe level.

Disinfecting aims to kill 100% of germs and other disease-causing microorganisms on a surface.

Read the full article →

1 Reception, entrances and hallways

Cleaning and hygiene procedures



Focus:

Touchpoints, hand hygiene, deep cleaning and safe vomit/bodily fluid cleanup.



Frequency:

Clean this area daily and deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



All purpose cleaner



Disinfectant wipes and dispensers



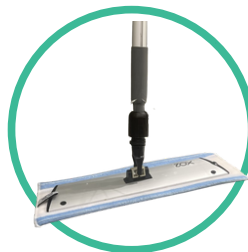
Glass and shiny surface cleaner



Biohazard absorbent for vomit and bodily fluids



Carpet stain removers



Microfibre floor mops



Window cleaning equipment



Garbage bags and kitchen tidy bags



Auto air fresheners and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Facial tissues



Electrostatic sprayer



How to clean reception, entrances & hallways

1

Routine clean (daily)

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Close the area for cleaning. Clear away any rubbish or kitchen items. Start cleaning at the highest point and work your way down.
- Dust and remove cobwebs from the ceilings, walls & light fittings.
- Clean and wipe hard surfaces like desks, chairs and cabinets.
- Clean keyboards, phones, drawer handles, switches, remotes, touchscreens, sink taps and anywhere else hands touch.
- Dust any other surfaces, including windows and monitor screens.
- Spot clean walls, glass windows and shiny surfaces with marks.
- Check and restock hand sanitiser, disinfectant wipe and automatic air freshener dispensers.
- Empty bins and replace the garbage bag. Wipe inside the bin if anything has made its way through the bag.
- Remove stains from carpets and upholstery.
- Vacuum carpeted floors and upholstered seating.
- Sweep, dust mop or vacuum the hard floor areas, then damp mop floors with a microfibre floor mop or wringer mop. Clean entrance matting including under the mat.
- Go over the entire area one more time to make sure everything is clean and in order.

★ Important: Avoid cross-contamination

Ensure all disposable cloths and mops are thrown out and not reused after cleaning each area. Reusable cloths and mops should be put aside for laundering and new supplies should be used for the next area to avoid cross-contamination.

2

Deep clean (as required, monthly or quarterly)

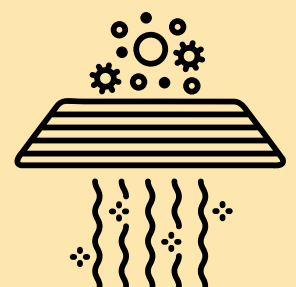
See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services may include...

- | | |
|--|--|
| <input checked="" type="checkbox"/> carpet and upholstery cleaning (including specialty stain removal) | <input checked="" type="checkbox"/> hard floor sealing and cleaning |
| <input checked="" type="checkbox"/> biohazard clean up (eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> odour control treatments |
| | <input checked="" type="checkbox"/> flood restoration services |



Remember to clean these touch points:

Door, cupboard and window handles. Scan-in systems. Switches, remotes & air con controls. Touchscreens, phones, tablets, keyboards, laptops, computer mouse. Desks, countertops, cabinets, tables, chairs, sink taps & hand soap/sanitiser dispensers.



Recommended cleaning products:

- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Houdini](#) →

2

Guest rooms

Cleaning and hygiene procedures



Focus:

Touchpoints, showers, odours, bedding, deep cleaning and safe vomit/bodily fluid cleanup.



Frequency:

Clean this area daily and deep clean monthly or quarterly (end-of-term). Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



All purpose cleaner



Disinfectant wipes and dispensers



Glass and shiny surface cleaner



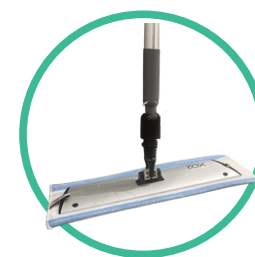
Bathroom and shower cleaner



Carpet stain removers



Air fresheners and odour control



Microfibre floor mops



Garbage bags and kitchen tidy bags



Toilet paper and dispensers



Coffee, tea, sugar and milk



Guest soaps and amenities



Detergent sachets



Toilet hygiene seals



How to clean a guest room

1

Routine clean (daily)

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Close the area for cleaning. Clear away any rubbish or kitchen items. Start cleaning at the highest point and work your way down.
- Dust and remove cobwebs from the ceilings, walls & light fittings.
- Clean and wipe hard surfaces like desks, chairs and cabinets.
- Clean keyboards, phones, drawer handles, switches, remotes, touchscreens, sink taps and anywhere else hands touch.
- Dust any other surfaces, including windows and monitor screens.
- Spot clean walls, glass windows and shiny surfaces with marks.
- See next section (3) for shower and bathroom cleaning.
- Check and restock guest soaps and amenities, coffee, tea, milk, sugar, detergent sachets, toilet paper, tissues etc.
- Empty bins and replace the garbage bag. Wipe inside the bin if anything has made its way through the bag.
- Remove stains from carpets and upholstery.
- Vacuum carpeted floors and upholstered seating.
- Sweep, dust mop or vacuum the hard floor areas, then damp mop floors with a microfibre floor mop or wringer mop. Clean balconies and matting including under the mat.
- Go over the entire area one more time to make sure everything is clean, smells great and in order.

★ Important: Avoid cross-contamination

Ensure all disposable cloths and mops are thrown out and not reused after cleaning each area. Reusable cloths and mops should be put aside for laundering and new supplies should be used for the next area to avoid cross-contamination.

2

Deep clean (as required, monthly or end-of-term)

See the deep cleaning procedures on [Page 29](#) →



Remember to clean these touch points:

Door, cupboard and window handles. Switches, remotes & air con controls. Touchscreens, phones, tablets, keyboards, computer mouse. Desks, side tables, countertops, cabinets, tables, chairs, fridges, kitchen appliances, sink taps, railings and dispensers.



Recommended cleaning products:

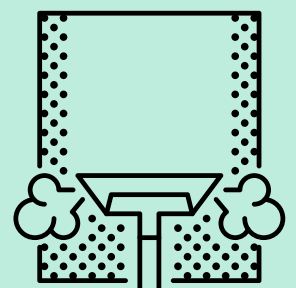
- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Houdini](#) →

3

Specialty clean (as required, end-of-term or yearly)

Some specialty cleaning services for a school classroom may include...

- | | |
|--|--|
| <input checked="" type="checkbox"/> carpet and upholstery cleaning (including specialty stain removal) | <input checked="" type="checkbox"/> hard floor sealing and cleaning |
| <input checked="" type="checkbox"/> biohazard clean up (eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> odour control treatments |
| | <input checked="" type="checkbox"/> flood restoration services |



3 Toilets and bathrooms

Cleaning and hygiene procedures



Focus:

Touchpoints, showers, odour control, mens urinals, keeping dispensers stocked and deep cleaning.



Frequency:

Clean this area daily or multiple times each day depending on traffic. Deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



Bathroom cleaner



Disinfectant wipes and dispensers



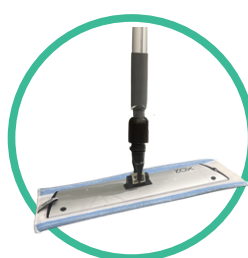
Glass and shiny surface cleaner



Toilet bowl cleaner



Urinal and drain maintenance



Microfibre floor mops



Sanitary hygiene bins and accessories



Auto air fresheners and dispensers



Hand soap and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Toilet paper and dispensers



Electrostatic sprayer



How to clean toilets and bathrooms

1

Routine clean (daily or multiple times per day)

- Always wear the correct gloves when cleaning. In confined spaces or areas with poor ventilation a mask may be advisable.
- Get all your supplies ready.
- Close the bathroom for cleaning. Clear away any rubbish and start with the highest point and work your way down.
- Dust and remove cobwebs from the ceilings, walls & light fittings.
- Apply cleaner to toilet bowls, showers and urinals. Scrub, then allow to dwell on the surface.
- Finish cleaning the toilets and urinals remembering to clean the toilet bowl, toilet seat, urinal surfaces, push buttons and surrounds. Replace urinal screens. Scrub showers giving special attention to any soap scum, body fat and mould on the surfaces, then rinse clean and squeegee dry. When you scrub ensure you are cleaning deep into the grout. A different scrubbing tool may be helpful. Fit toilet hygiene seals after cleaning toilets in guest rooms.
- Clean mirrors and windows with a glass cleaner and microfibre cloth. Use a window squeegee and washer for larger areas.
- Clean and wipe hard surfaces including doors, handles, cubicle locks, switches, push buttons, basins, benches, sink taps, nappy and sanitary hygiene bins, hand soap and hand sanitiser dispensers, toilet paper and paper hand towel dispensers.
- Polish or clean any other metal fixtures and shiny surfaces.
- Check and restock hand soap, hand sanitiser, hand soap, paper hand towels, toilet paper and auto air freshener dispensers.
- Empty bins and replace the bin liner. Wipe inside the bin if anything has made its way through the bag. Wipe exterior surfaces of bins with a hospital-grade disinfectant wipe. Odour granules must also be added to new nappy or sanitary hygiene bin liners.
- Sweep the hard floor areas, then damp mop floors with a microfibre floor mop or wringer mop. Clean entrance matting on your way out.



Remember to clean these touch points:

Doors, handles, cubicle locks, switches, toilet push buttons, toilet seats, basins, benches, sink taps, sanitary hygiene bins, hand soap/sanitiser dispensers, paper hand towel dispensers.



Recommended cleaning products:

- [Bravo](#) →
- [Brush & Flush](#) →
- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Pee Off](#) →
- [Fast & Gentle](#) →

2

Deep clean (as required, monthly or quarterly)

See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services may include...

- | | |
|--|--|
| <input checked="" type="checkbox"/> drain cleaning & treatments | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> biohazard clean up
(eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> odour control treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> flood restoration services |
| <input checked="" type="checkbox"/> hard floor sealing and cleaning | |



4 Restaurants, cafes, bars and kitchen areas



Cleaning and hygiene procedures



Focus:

Touchpoints, hand hygiene, food safety, surface sanitising and deep cleaning.



Frequency:

Clean this area daily or multiple times each day as required. Deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



Food area cleaners and sanitisers



Disinfectant wipes and dispensers



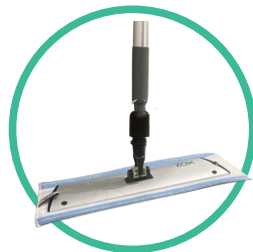
Glass and shiny surface cleaner



Biohazard absorbent for vomit and bodily fluids



Kitchen cleaners and dishwashing



Microfibre floor mops



Scourers and sponges



Garbage bags and kitchen tidy bags



Hand soap and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Facial tissues



Electrostatic sprayer



How to clean restaurants, cafes, bars and kitchen areas

1

Routine clean (daily or multiple times per day)

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Clear the tables and countertops then sweep the floors.
- Dust and remove cobwebs from the ceilings, air vents, walls, baseboards and light fittings.
- Clean and wipe hard surfaces like tables, countertops, desks, chairs, doors, handles, cupboards, cabinets and shelves with a food-area approved cleaner and sanitiser like XO2's Cleansan.
- Clean keyboards, phones, drawer handles, switches, remotes, touchscreens, EFTPOS & scan-in systems, phones, sink taps, dispensers and anywhere else hands touch.
- Dust any other surfaces, including windows and monitor screens.
- Spot clean walls, glass windows, glass displays cabinets, fridge doors and shiny surfaces with marks.
- Check and restock hand soap, hand sanitiser, paper hand towels, disinfectant wipes and automatic insect control dispensers.
- Empty bins and replace the garbage bags. Wipe inside the bin if anything has made its way through the bag.
- Vacuum carpeted floors and upholstered seating.
- Remove stains from carpets and upholstery.
- Sweep, dust mop or vacuum the hard floor areas, then damp mop floors with a microfibre floor mop or wringer mop.
- Go over the entire area one more time to make sure everything is clean, odour-free and in order.

★ After the cleaning and rinsing of food contact surfaces, a no rinse food area sanitiser like XO2's Protect can be applied and left to dry.

2

Deep clean (as required, monthly or quarterly)

See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services may include...

- | | |
|--|--|
| <input checked="" type="checkbox"/> carpet and upholstery cleaning (including specialty stain removal) | <input checked="" type="checkbox"/> hard floor sealing and cleaning |
| <input checked="" type="checkbox"/> biohazard clean up (eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> odour control treatments |
| <input checked="" type="checkbox"/> oven cleaning | <input checked="" type="checkbox"/> flood restoration services |



Remember to clean these touch points:

Door, cupboard and window handles. EFTPOS & scan-in systems. Switches, remotes & air con controls. Touchscreens, phones, tablets, keyboards, laptops, computer mouse. Desks, countertops, cabinets, tables, chairs, sink taps & hand soap/sanitiser dispensers.



Recommended cleaning products:

- [Cleasan](#) →
- [Protect](#) →
- [Fast & Gentle](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Houdini](#) →



5 Business centres and offices



Cleaning and hygiene procedures



Focus:

Touchpoints, hand hygiene, deep cleaning and safe vomit/bodily fluid cleanup.



Frequency:

Clean this area daily and deep clean monthly or quarterly or yearly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



All purpose cleaner



Disinfectant wipes and dispensers



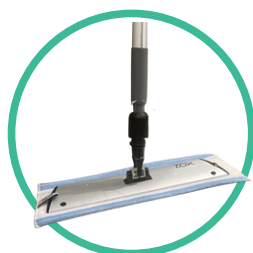
Glass and shiny surface cleaner



Biohazard absorbent for vomit and bodily fluids



Carpet stain removers



Microfibre floor mops



Window cleaning equipment



Garbage bags and kitchen tidy bags



Hand soap and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Facial tissues



Electrostatic sprayer



How to clean business centres and offices

1

Routine clean (daily)

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Close the area for cleaning. Clear away any rubbish or kitchen items. Start cleaning at the highest point and work your way down.
- Dust and remove cobwebs from the ceilings, walls & light fittings.
- Clean and wipe hard surfaces like desks, chairs and cabinets.
- Clean keyboards, phones, drawer handles, switches, remotes, touchscreens, sink taps and anywhere else hands touch.
- Dust any other surfaces, including windows and monitor screens.
- Spot clean walls, glass windows and shiny surfaces with marks.
- Check and restock hand soap, hand sanitiser, disinfectant wipe, and paper hand towel dispensers.
- Empty bins and replace the garbage bag. Wipe inside the bin if anything has made its way through the bag.
- Remove stains from carpets and upholstery.
- Vacuum carpeted floors and upholstered seating.
- Sweep, dust mop or vacuum the hard floor areas, then damp mop floors with a microfibre floor mop or wringer mop. Clean entrance matting including under the mat.
- Go over the entire area one more time to make sure everything is clean, smells good and in order.

★ Important: Avoid cross-contamination

Ensure all disposable cloths and mops are thrown out and not reused after cleaning each area. Reusable cloths and mops should be put aside for laundering and new supplies should be used for the next area to avoid cross-contamination.

2

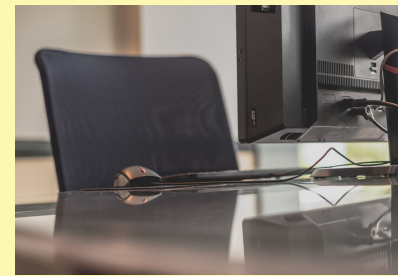
Deep clean (as required, monthly or quarterly)

See the deep cleaning procedures on [Page 29](#) →



Remember to clean these touch points:

Door, cupboard and window handles. Switches, remotes & air con controls. Touchscreens, phones, tablets, keyboards, laptops, computer mouse. Desks, countertops, cabinets, tables, chairs, fridges, kitchen appliances, trolleys, sink taps & hand soap/sanitiser dispensers.



Recommended cleaning products:

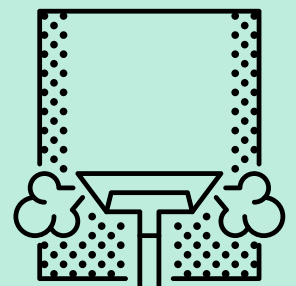
- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Houdini](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services for a school classroom may include...

- | | |
|--|--|
| <input checked="" type="checkbox"/> carpet and upholstery cleaning (including specialty stain removal) | <input checked="" type="checkbox"/> hard floor sealing and cleaning |
| <input checked="" type="checkbox"/> biohazard clean up (eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> odour control treatments |
| | <input checked="" type="checkbox"/> flood restoration services |



6

Conference rooms and facilities

Cleaning and hygiene procedures



Focus:

Touchpoints, hand hygiene, deep cleaning and safe vomit/bodily fluid cleanup.



Frequency:

Clean this area daily and deep clean monthly or quarterly or yearly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



All purpose cleaner



Disinfectant wipes and dispensers



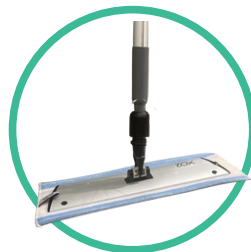
Glass and shiny surface cleaner



Biohazard absorbent for vomit and bodily fluids



Carpet stain removers



Microfibre floor mops



Window cleaning equipment



Garbage bags and kitchen tidy bags



Auto air fresheners and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Facial tissues



Electrostatic sprayer



How to clean conference rooms and facilities

1

Routine clean (daily or multiple times per day)

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Work from backstage to the on-stage area, then to the auditorium and out through the foyer. Start with the highest point and work your way down.
- Dust and remove cobwebs from the ceilings, walls, air vents, furniture and light fittings.
- Clear away any rubbish.
- Clean glass and windows with a window cleaner and microfibre cloth. Use a window squeegee and washer for larger areas.
- Clean and wipe hard surfaces including door handles, railings, countertops, tables, chair backs, armrests, cup holders, water and drinking stations, switches, air-con and backstage control buttons, sinks, taps, window sills and dispensers.
- Polish all the brass and other metal fixtures.
- Check and restock hand sanitiser, hand soap, paper hand towel, disinfectant wipes and auto air freshener dispensers.
- Empty bins and replace the garbage bag. Wipe inside the bin if anything has made its way through the bag.
- Vacuum all floors and upholstered seating. Pay special attention to any debris that's collected in the crevices of the seating. Use a crevice tool to get into the hard-to-reach places.
- Remove stains from carpets and upholstery.
- Sweep or dust mop hard floor areas if required, then damp mop hard floors with a microfibre floor mop. Clean entrance matting including under the mats.
- Go over the entire area one more time to make sure everything is clean and in order.



Remember to clean these touch points:

Door, cupboard and window handles. Water and drinking stations. Chairs & seating, arm rests & cup holders. Switches, remotes & air con controls. Back stage control buttons. Countertops, cabinets, tables, sink taps & hand soap/sanitiser dispensers.



Recommended cleaning products:

- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Houdini](#) →

2

Deep clean (as required, monthly or quarterly)

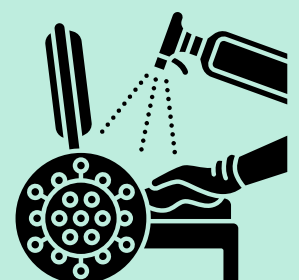
See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services may include...

- | | |
|--|--|
| <input checked="" type="checkbox"/> carpet and upholstery cleaning (including specialty stain removal) | <input checked="" type="checkbox"/> hard floor sealing and cleaning |
| <input checked="" type="checkbox"/> biohazard clean up (eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> odour control treatments |
| | <input checked="" type="checkbox"/> flood restoration services |



7 Lifts

Cleaning and hygiene procedures



Focus:

Touchpoints, floor maintenance, hand hygiene and stainless steel cleaning / polishing.



Frequency:

Clean this area daily and deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



All purpose cleaner



Disinfectant wipes and dispensers



Glass and shiny surface cleaner



Stainless steel cleaner and polish



Biohazard absorbent for vomit and bodily fluids



Microfibre floor mops



Window cleaning equipment



Garbage bags and kitchen tidy bags



Carpet stain removers



Hand sanitiser and dispensers



Auto air fresheners and dispensers



Safety signs and barricades



Electrostatic sprayer



How to clean lifts

1

Routine clean (daily or multiple times per day)

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Start cleaning at the highest point and work your way down. Work from the furthest point from the exit to the exit.
- Dust and remove cobwebs from the ceilings, walls, air vents, railings, furniture and light fittings.
- Clear away any rubbish.
- Clean glass and mirrors with a window cleaner and microfibre cloth. Use a window squeegee and washer for larger areas.
- Clean and wipe hard surfaces including lift buttons, railings, seats, switches and dispensers.
- Polish all the stainless steel, brass and other metal fixtures.
- Check and restock the hand sanitiser dispensers.
- Empty bins inside and outside the lift and replace the garbage bag. Wipe inside the bin if anything has made its way through the bag.
- Vacuum carpeted floors and upholstered seating. Remove stains from carpets and upholstery. Clean any matting present.
- Sweep or dust mop the hard floor areas. Then damp mop hard floors with a microfibre floor mop (replace mop heads when visibly soiled).
- Go over the entire area one more time to make sure everything is clean and in order.

★ Important: Avoid cross-contamination

Ensure all disposable cloths and mops are thrown out and not reused after cleaning each area. Reusable cloths and mops should be put aside for laundering and new supplies should be used for the next area to avoid cross-contamination.

2

Deep clean (as required, monthly or quarterly)

See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services may include...

- | | |
|---|--|
| <input checked="" type="checkbox"/> hard floor sealing and cleaning | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> biohazard clean up (eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> odour control treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> flood restoration services |



Remember to clean these touch points:

Door, cupboard and window handles. Water and drinking stations. Switches, remotes & air con controls. Scoring control buttons. Countertops, cabinets, tables, chairs & seating, sink taps & hand soap/sanitiser dispensers.



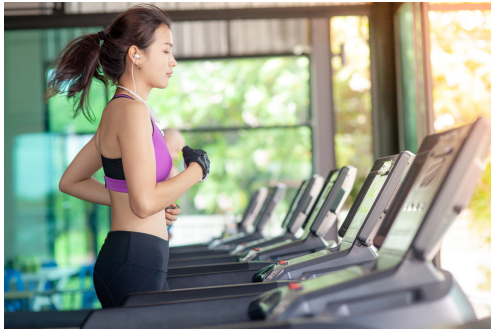
Recommended cleaning products:

- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Houdini](#) →
- [Stainless Steel Wipes](#) →
- [Stainless Steel Shiner](#) →



8 Gyms and fitness facilities

Cleaning and hygiene procedures



Focus:

Touchpoints, equipment sanitising, hand hygiene and safe vomit/bodily fluid cleanup.



Frequency:

Clean this area daily and deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



All purpose cleaner



Disinfectant wipes and dispensers



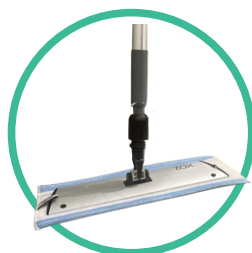
Glass and shiny surface cleaner



Biohazard absorbent for vomit and bodily fluids



Carpet stain removers



Microfibre floor mops



Window cleaning equipment



Garbage bags and kitchen tidy bags



Auto air fresheners and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Facial tissues



Electrostatic sprayer



How to clean gyms and fitness facilities

1

Routine clean (daily or multiple times per day)

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Close the area for cleaning.
- Remove all rubbish, used towels, mats, robes, footwear and any other personal belongings from the area.
- Start cleaning at the highest point and work your way down.
- Use a broom or vacuum cleaner with a soft brush attachment to remove dust, dirt, and debris from the walls, benches, light fittings, air vents, mirrors and any other surfaces.
- Turn power off and unplug machines that you will be cleaning. Do not spray cleaners directly onto machines. Use a pre-moistened microfibre cloths or disposable gym wipes. For electronic panels, only use pre-moistened cleaning wipes to prevent damage.
- Clean and wipe down hard surfaces like barbells, free weights, yoga mats, exercise balls, machine handles and rails, seats, control panels, touchscreens and anywhere else hands touch.
- *Remember to not only clean the obvious parts of equipment but also the sides, rails, underneath and along the legs.
- Spot clean walls, windows, mirrors and shiny surfaces.
- Check and restock hand sanitiser, disinfectant wipe and automatic air freshener dispensers.
- Empty bins and replace the garbage bag. Wipe inside the bin if anything has made its way through the bag.
- Remove stains from carpets and upholstery.
- Sweep, dust mop or vacuum the hard floor areas, then damp mop floors with a microfibre floor mop or wringer mop. Clean entrance matting including under the mat.
- Go over the entire area one more time to make sure everything is clean and in order.



Remember to clean these touch points:

Benches, seats, yoga mats, barbells, kettlebells, dumbbells, free weights, punching bags, foam rollers, exercise balls, resistance bands, fitness equipment and accessories. Water and drinking stations. Door, cupboard and window handles. Switches, remotes and air-con controls. EFTPOS and scan-in devices. Touchscreens and control panel buttons. Vending machines. Tables, countertops, pens, cabinets, lockers, chairs, sink taps, hand soap / sanitiser dispensers.



Recommended cleaning products:

- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Houdini](#) →

2

Deep clean (as required, monthly or quarterly)

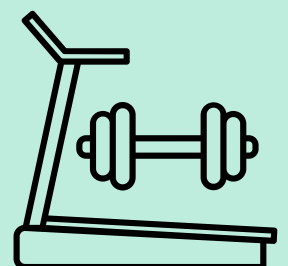
See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services may include...

- | | |
|--|--|
| <input checked="" type="checkbox"/> carpet and upholstery cleaning (including specialty stain removal) | <input checked="" type="checkbox"/> hard floor sealing and cleaning |
| <input checked="" type="checkbox"/> biohazard clean up (eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> odour control treatments |
| | <input checked="" type="checkbox"/> flood restoration services |



9 Saunas and steam rooms

Cleaning and hygiene procedures



Focus:

Touchpoints, equipment sanitising, hand hygiene and safe vomit/bodily fluid cleanup.



Frequency:

Clean this area daily and deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



All purpose cleaner



Disinfectant wipes and dispensers



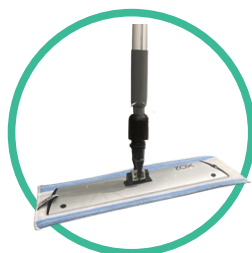
Glass and shiny surface cleaner



Biohazard absorbent for vomit and bodily fluids



Eucalyptus oil



Microfibre floor mops



Window cleaning equipment



Garbage bags and kitchen tidy bags



Hand soap and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Safety signs and barricades



Electrostatic sprayer



How to clean saunas and steam rooms

1

Routine clean (daily or multiple times per day)

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Close the area for cleaning. Turn the sauna/steam room off and allow the space to cool down completely before starting.
- Remove all rubbish, towels, mats, robes, footwear and any other personal belongings from the area.
- Start cleaning at the highest point and work your way down.
- Use a broom or vacuum cleaner with a soft brush attachment to remove dust, dirt, and debris from the floors, walls, benches, light fittings and any other surfaces. Pay special attention to corners, crevices, and hard-to-reach areas.
- Clean and wipe down hard surfaces like walls, doors, benches, seats, handles, railings, light switches, control panels, towel hooks, buckets and ladles. Clean anywhere else hands touch. Rinse and remove all residue. If a drain is available, flush/rinse surfaces with hot water to remove any debris or residue. *Avoid using abrasive cleaners or harsh chemicals that may damage surfaces.
- Sweep, dust mop or vacuum the hard floor areas, then damp mop floors with a microfibre floor mop or wringer mop. Rinse and remove all residue. Pay extra attention to the floor around the heater or steam generator, as it may accumulate more dirt and sweat. Clean entrance matting including under the mat.
- Go over the entire area one more time to make sure everything is clean, odour free and in order. Inspect the sauna/steam room periodically for any signs of wear, damage, or malfunctioning components. Check and replace any worn-out or damaged seals, gaskets, or insulation materials promptly.

★ Important: Avoid cross-contamination

Ensure all disposable cloths and mops are thrown out and not reused after cleaning each area. Reusable cloths and mops should be put aside for laundering and new supplies should be used for the next area to avoid cross-contamination.

2

Deep clean (as required, monthly or quarterly)

See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services may include...

- ✓ biohazard clean up (eg. vomit and bodily fluid)
- ✓ mould remediation
- ✓ odour control treatments
- ✓ hard floor sealing and cleaning
- ✓ flood restoration services



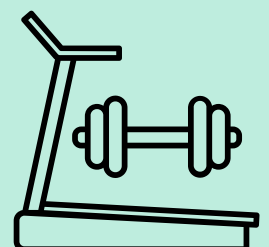
Remember to clean these touch points:

Door, cupboard and window handles. Water and drinking stations. Switches, remotes and air-con controls. EFTPOS and scan-in devices. Touchscreens, control panel buttons, phones, tablets, keyboards, laptops, computer mouse. Vending machines. Desks, countertops, pens, cabinets, lockers, tables, chairs, sink taps, hand soap / sanitiser dispensers. Benches, seats, barbells, kettlebells, dumbbells, free weights, punching bags, fitness equipment and accessories. Saunas and steam rooms.



Recommended cleaning products:

- [Eucalyptus oil](#) →
- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →



10 Spa treatment rooms

Cleaning and hygiene procedures



Focus:

Between guests cleaning, touchpoints, hand hygiene, deep cleaning and safe vomit/bodily fluid cleanup.



Frequency:

Clean this area before each guest and daily. Deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



Microfibre cloths



All purpose cleaner



Disinfectant wipes and dispensers



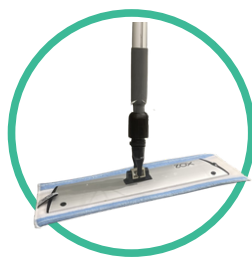
Glass and shiny surface cleaner



Biohazard absorbent for vomit and bodily fluids



Carpet stain removers



Microfibre floor mops



Window cleaning equipment



Garbage bags and kitchen tidy bags



Hand soap and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Facial tissues



Electrostatic sprayer



How to clean spa treatment rooms

1

Routine clean (daily and in between guests)

*Note: The following instructions are daily cleaning. Not all of the tasks are required for cleaning the area each time between guests.

- Always wear the correct gloves when cleaning.
- Get all your supplies ready.
- Close the area for cleaning.
- Remove all rubbish, used towels, mats, robes, footwear and any other personal belongings from the area.
- Start cleaning at the highest point and work your way down.
- Use a broom or vacuum cleaner with a soft brush attachment to remove dust, dirt, and debris from the floors, walls, benches, light fittings and any other surfaces. Pay special attention to corners, crevices, and hard-to-reach areas.
- Clean and wipe down hard surfaces like treatment tables, walls, doors, benches, seats, handles, railings, light switches, control panels, towel hooks, buckets, ladles and other equipment. Clean anywhere else hands touch.
- Sweep, dust mop or vacuum the hard floor areas, then damp mop floors with a microfibre floor mop or wringer mop. Clean entrance matting including under the mat.
- Go over the entire area one more time to make sure everything is clean and in order.

★ Important: Avoid cross-contamination

Ensure all disposable cloths and mops are thrown out and not reused after cleaning each area. Reusable cloths and mops should be put aside for laundering and new supplies should be used for the next area to avoid cross-contamination.

2

Deep clean (as required, monthly or quarterly)

See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services for a school classroom may include...

- | | |
|--|--|
| <input checked="" type="checkbox"/> carpet and upholstery cleaning (including specialty stain removal) | <input checked="" type="checkbox"/> hard floor sealing and cleaning |
| <input checked="" type="checkbox"/> biohazard clean up (eg. vomit and bodily fluid) | <input checked="" type="checkbox"/> air conditioner cleaning & disinfection treatments |
| <input checked="" type="checkbox"/> mould remediation | <input checked="" type="checkbox"/> odour control treatments |
| | <input checked="" type="checkbox"/> flood restoration services |



Remember to clean these touch points:

Door, cupboard and window handles. Switches, remotes & air con controls. Touchscreens, phones, tablets, keyboards, laptops, computer mouse. Desks, countertops, cabinets, tables, chairs, fridges, kitchen appliances, trolleys, sink taps & hand soap/sanitiser dispensers.



Recommended cleaning products:

- [Bobby Dazzler](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Wow Fast Dry](#) →
- [IPA Wipes](#) →
- [Houdini](#) →



11 External bins and waste management areas

Cleaning and hygiene procedures



Focus:

Touchpoints, odour control, hand hygiene, deep cleaning and safe vomit/bodily fluid cleanup.



Frequency:

Clean this area daily and deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



PPE - incl. masks, goggles & coveralls



Disinfectants and sanitisers



Odour eliminators and neutralisers



Disinfectant wipes and dispensers



Heavy duty cleaners



Hand soap and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Garbage bags and kitchen tidy bags



Brooms and brushes



Safety signs and barricades



Auto air fresheners and dispensers



Carrot top foaming gun with dilution



Electrostatic sprayer



How to clean external bins and waste management areas

1

Routine clean

For emptying bins (daily)

- Always wear the correct gloves throughout the cleaning process.
- Clear away rubbish around, on top of or overflowing from bins.
- Empty bins. Be mindful that the bag may contain sharp objects. Treat with caution and do not let the bag brush against your skin.
- Before fitting a new bin liner, check for odours or moisture / liquids in the bin.
- If only odours are present adding bin granules is recommended. If the bin requires cleaning use a bin odour neutraliser and cleaner like XO2's Odour Kill. Apply, scrub / pressure wash, then apply again and leave. Allow to dry. Position bin so drying is faster.
- Fit a new bin liner and wipe down the outside of the bin with a disposable wipe.

For cleaning garbage areas (weekly or as required)

- Always wear the correct gloves throughout the cleaning process.
- Move bins and other obstacles away from the cleaning area.
- Apply the odour neutraliser and cleaner by foaming gun. Scrub the floor surfaces with a brush or machine and rinse away with a pressure cleaner or hose. Reapply the odour neutraliser and cleaner and leave to dry.
- Move bins back into position and add odour granules to bins.

For severe indoor garbage odours

- Treat the cause of the odour. The odour neutraliser must make contact with the source of the odour.
- Close the area and use the Whoopin' full release odour treatment.
- Install automatic air freshener and sanitiser like Magnifi-Scent.

2

Deep clean (as required, monthly or quarterly)

See the deep cleaning procedures on [Page 29](#) →

3

Specialty clean (as required, quarterly or yearly)

Some specialty cleaning services may include...

- ✓ pressure washing
- ✓ biohazard clean up (eg. vomit and bodily fluid)
- ✓ mould remediation
- ✓ hard floor sealing and cleaning
- ✓ odour control treatments
- ✓ flood restoration services



Remember to clean these touch points:

Bin handles, bin lids, switches, control devices, lifting equipment.



Recommended cleaning products:

- [Odour Kill](#) →
- [Disso](#) →
- [Disso Wipes](#) →
- [Whoopin'](#) →
- [Sanifresh](#) →
- [Magnifi-Scent](#) →



12 Deep cleaning

Cleaning and hygiene procedures



Focus:

Touchpoints and all surfaces.



Frequency:

For most areas deep clean monthly or quarterly. Deep cleans should also be completed as required (eg. gastro outbreak, COVID-19 requirements).



Items you'll need...



Disposable gloves



PPE - incl. masks, goggles & coveralls



Disso - TGA listed disinfectant treatment



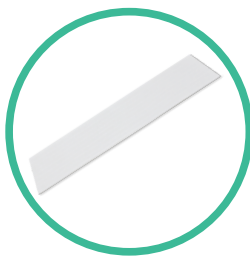
Electrostatic sprayer



Disinfectant wipes and dispensers



Disposable cloths and wipes



Disposable microfibre mops



Hand soap and dispensers



Hand sanitiser and dispensers



Paper hand towels and dispensers



Garbage bags and kitchen tidy bags



Safety signs and barricades



How to deep clean

Deep clean (as required, quarterly or yearly)

- 1 Preclean area**
Before starting a deep clean, complete the routine daily clean.
- 2 Wear PPE**
Always wear the correct gloves, mask, coveralls and other personal protection equipment when deep cleaning.
- 3 Assess the area**
Identify all areas to be deep cleaned. Have enough chemicals and supplies to deep clean the entire area.
- 4 Prepare the area**
Close off the area. Safely remove all clutter from surfaces.
- 5 Clean and disinfect all touchpoints**
Use a suitable TGA listed hospital grade disinfectant like Disso® and Disso® Wipes to clean and disinfect any touchpoint in the area. Door handles, desktops, appliance buttons and handles, elevator buttons, taps, kettles etc.
- 6 Electrostatic disinfection**
Spray entire area with an electrostatic sprayer using XO2 Disso® liquid. Spray other surfaces and touchpoints such as carpets, floors, window sills, desk edges, walls, chairs, etc. Do NOT spray electronics or surfaces that may be damaged if wet. Use Disso wipes instead to treat these surfaces to avoid damage.
- 7 Pack up, wash your hands and allow to air dry**
Using an air conditioner on DRY mode can assist this step. Turn a ceiling fan on for air flow may also assist drying.

★ Important: Food preparation surfaces

The above deep cleaning method can be used in food preparation areas however after cleaning, all surfaces should be thoroughly rinsed and a no rinse food area sanitiser like XO2's Protect can be applied and left to dry.

Alternatively, the routine cleaning method can be used. All surfaces should be then thoroughly rinsed and a no rinse food area sanitiser like XO2's Protect can be applied and left to dry.



Remember to clean ALL touch points



Recommended cleaning products:

- Disso →
- Disso Wipes →
- IPA Wipes →



A. Professional cleaning productivity tips



To get your cleaning and hygiene off to the right start, here's some professional tips that will make your cleaning more productive and successful.

- 1 Clean from the top down.**
Start your cleaning up high with tasks like dusting, and finish down low by mopping your way out of the space. Work in a systematic way.
- 2 Declutter then clean.**
Make sure the areas to be cleaned have no obstacles before you start. Clutter and mess get in the way and slows you down.
- 3 Use a trolley, cart or buggy.**
Use a trolley, cleaning caddy, cart or buggy to carry your supplies and reduce the time you spend going and getting what you need.
- 4 Focus.**
Cleaning properly takes so much longer when you are distracted and not present.
- 5 Clean during daylight hours or in well lit areas if possible.**
It's much easier when you can see what you're doing so you don't miss anything. Daylight cleaning is also better in terms of staff fatigue than after hours and night time cleaning.
- 6 Let cleaning products soak and dwell on surfaces before wiping or rinsing away.**
Cleaning solutions work better if given time and the task becomes much easier. A good example of this is to apply your toilet bowl cleaner or oven cleaner at the start of the clean, then go on and do other tasks while the product does its magic. Much less scrubbing and much better results in less time.
- 7 Use microfibre cloths and microfibre mops...**
instead of viscose, cotton and poly cotton blends.
- 8 Smile and pace yourself.**
Don't wear yourself out and rest when needed.

B. 3 types of cleaning required



There are 3 primary types of cleaning required in your facility... daily or routine cleaning, deep cleaning and specialty cleaning. Here's some more information about each.

1

Routine cleaning (eg. daily or weekly)

Daily or routine cleaning is the regular and scheduled cleaning tasks that maintain the hygiene and cleanliness of a facility. These tasks include wiping surfaces, mopping floors, dusting and vacuuming. Routine cleaning is often done daily but in some less busy places, it is completed at other regular time intervals like twice a week, weekly or fortnightly.

2

Deep cleaning (eg. weekly, monthly or quarterly)

There is a difference between routine cleaning, intended to keep areas tidy and hygienic, and deep cleaning. Deep cleaning is required when a facility is at a high risk of having or known to have been exposed to a harmful virus or pathogen, such as COVID-19. A gastro outbreak is another example of when deep cleaning may be required outside of the normal schedule for deep cleaning. It should also be completed periodically in every facility to limit the chance of any viral or bacterial contamination and ensure that even little-used or hard-to-reach areas are cleaned and disinfected.

Deep cleaning involves all the steps in your routine cleaning procedures, as well as some extra measures:

- Special attention should be paid to areas that don't see regular cleaning and disinfecting, such as the insides of cupboards, bookshelf shelves, undersides of surfaces, windows, walls, air vents, air conditioners and cubicle dividers.
- Cleaning should include areas normally covered or inaccessible. Move keyboards to clean underneath them, reach behind computer screens and hard drives, move furniture if safe to do so and clean and vacuum behind and underneath where it was sitting.
- You may want to consider higher strength cleaning chemicals for deep cleaning. We recommend Disso, XO2's hospital grade disinfectant. Disso is TGA listed, microbiologically tested, and proven to kill a wide range of bacteria and viruses, including COVID-19.
- A disinfectant fogger or electrostatic sprayer can also be useful for deep cleaning. A fogger sprays a fine mist of disinfectant that floats in the air and then settles on surfaces, killing germs, bacteria, and viruses. It penetrates hard-to-reach areas and is effective for vertical surfaces, as well as undersides of furniture.

★ Deep cleaning instructions are on [Page 29](#) →

Important: Disinfectants and probiotics work together



It is important to follow up a deep cleaning and disinfection treatment with regular cleaning using probiotic cleaners. Probiotics restore the beneficial bacteria on surfaces and improve the microbiome's natural balance to ensure you are not creating an environment where bad bacteria and viruses can thrive and build resistance.

Think of it like this. When a doctor prescribes a course of antibiotics for a bacterial infection, it is most often recommended to follow that treatment with regular probiotics to restore gut health and assist the immune system. Similarly, when you use a disinfectant, you kill both the good and bad bacteria. That's why replenishing the good and beneficial bacteria helps to stop the bad bacteria from immediately returning and building resistance that may prevent effective disinfection in the future when it may be most needed.

3

Specialty cleaning

There are also specialised types of cleaning that may be applicable in your facility.

XO2 have products specifically designed for certain industries, like Cleansan for food preparation areas, and Disso for hospitals and other high-risk settings. We also offer products for specific purposes such as odour control and carpet cleaning.

There may be times you want to bring specialist cleaners into your workplace for specific tasks. These services could include...

- carpet and upholstery cleaning (including specialty stain removal)
- biohazard clean up (eg. vomit and bodily fluid)
- waste management (such as for sanitary hygiene services)
- mould remediation in cases of mould or mildew in the workplace
- exterior cleaning and pressure washing (including abseiling services)
- floor sealing and cleaning
- air conditioner cleaning and disinfection treatments
- rubbish removal
- flood restoration services
- odour control treatments

Some of these can be handled by your regular cleaners depending on skill level, equipment availability and your desire to utilise in-house team members to reduce costs, while others may be better left to professionals specialising in that field.



C. Communication templates



Make sure everyone knows about your establishments's commitment to cleaning and hygiene best practices. To help communicate this better, we've created templates for your email and social media messaging. Check them out today and spread the word!



1 Letter or email messaging templates

New message

← → ↻ ☆ ☰

To [NAME]

Subject [ESTABLISHMENT'S NAME] is committed to health🤝and safety🛡️

Dear [ESTABLISHMENT'S NAME] Community,

We are committed to the health and safety of our [guests/visitors/staff/community]. An integral part of our commitment to you is our cleaning and hygiene program. Our amazing team works hard to continually improve and achieve the highest standards of in-room and facility hygiene. We take extensive steps to ensure our spaces are clean and safe, some of the measures include...

- daily and routine cleaning of guest rooms, bathrooms, reception, hallways, lifts, gym, offices and other areas [including disinfection along with probiotic cleaning]
- deep cleaning and disinfection treatments [when required and before each new term begins]
- specialty cleaning treatments [including carpet steam cleaning, air conditioner disinfection treatments, vomit and bodily fluid (biohazard) clean up systems and more]
- ['Happy Hands'] hand hygiene program [including signage, automatic hand soap and hand sanitiser dispensers, availability of paper hand towels and touch-free taps where possible]
- educating our staff and visitors on good hygiene practices [including when to stay at home, when to where a mask, when to wash hands, how to cough/sneeze and more]

Our team would love to hear both your encouragement and suggestions for improvement so please get in touch. We'd love for you to stay connected with all our latest news and events by following us on [Facebook, Instagram, Newsletter, Email, Website, YouTube etc].

We are here to support you in any way we can and look forward to welcoming you back on your next stay.

▾ | A 📎 🖼️ 😊 🔍 🗑️

Send

2

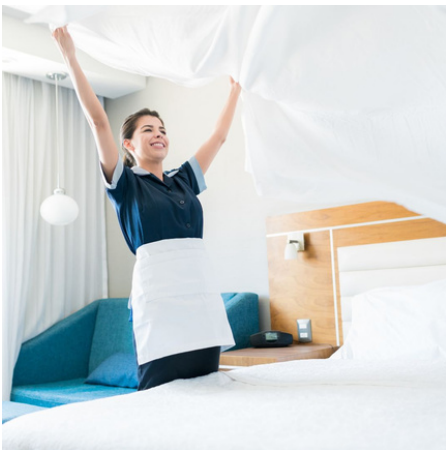
Social media messaging templates



Text graphic style

Post copy example:

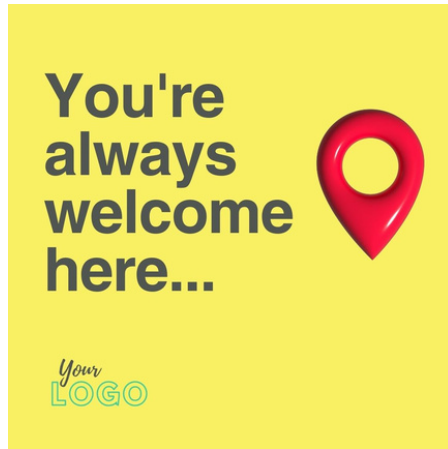
Our spaces are ✨shining brighter thanks to the 💪hard work of our incredible cleaning and maintenance staff 🙌! We work tirelessly to keep our rooms and facilities 😊sparkling and inviting to create the best environment for our guests, visitors and staff 👩‍🔧. #hygiene #cleaning #health #dedication #appreciation



Include photo of staff member or staff team cleaning.

Post copy example:

Our guests 🧑‍🤝‍🧑 deserve nothing but the highest standards of [safety and] cleanliness 🧼. Together, we make sure this wonderful place is a 😊happy and healthy 💪space every day.



Text graphic style

Post copy example:

🌟The [FACILITY NAME] cleaning and maintenance team 🙌 have been hard at work 💪 making your home away from home shine ✨, ready for your return. They've been...

[add and remove as necessary]

- cleaning guest rooms 🏠
- disinfecting surfaces ✅
- scrubbing toilets and showers 🚿
- squeegeeing windows 🪟
- steam cleaning carpets 🧹

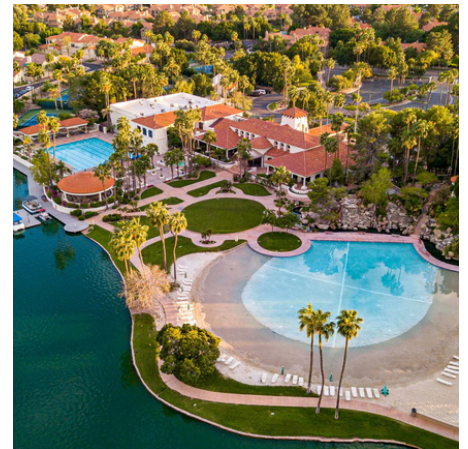
A round of applause is in order 🎉.



Graphic + text style

Post copy example:

Hygiene is in your hands 🧼. Creating a healthy and 😊happy 🌈place to stay is something we do together. 👩‍🔧 Let's all do our part 🌱... and wash our hands!



Include photo of guests, staff facility or combination.

Post copy example:

We're committed to creating 🌱clean, 🛡️safe and 🧑‍🤝‍🧑healthy spaces to rest and play for our guests and visitors. Thanks for the 🌱part you play in making that happen 👩‍🔧.



Graphic + text how-to style

Post copy example:

🧐🧼 Here's an important tip to stay healthy: 😊🧼 Wash your hands often! 🧼 For the best protection against germs, lather up with soap & water for 45 seconds when you arrive, before & after you eat 🍴, before & after activities, and after using the bathroom 🚽.

D. Free hygiene wall signage



XO2's professional training guides and wall charts are 1 page signs that helps make your establishment safer, cleaner and healthier. They are a great quick reference guide and a handy reminder of training.

Print or Download for FREE

You can print them for FREE yourself or buy them digitally printed on splash and spray resistant 300gsm thick card. The choice is yours. [Click on one below to try it out in your facility.](#)

How to wash your hands.

SAVE LIVES
Clean your hands

Protect yourself. Do it for your health and hygiene.

- Apply a palmful of the product in a soaped hand and cover all surfaces.
- Rub hands palm to palm.
- Right palm over left forearm with interlaced fingers and vice versa.
- Palm to palm with fingers interlaced.
- Backs of fingers to opposing palms with fingers interlaced.
- Rotational rubbing of left thumb closed in right palm and vice versa.
- Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
- Rinse hands with water.
- Dry hands with a single use paper hand towel.
- Use paper hand towel to turn off tap.
- YOUR HANDS ARE NOW SAFE.

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How to Sanitise your hands.

SAVE LIVES
Clean your hands

Protect yourself. Do it for your health and hygiene.

- Apply a palmful of the product in a soaped hand and cover all surfaces.
- Rub hands palm to palm.
- Right palm over left forearm with interlaced fingers and vice versa.
- Palm to palm with fingers interlaced.
- Backs of fingers to opposing palms with fingers interlaced.
- Rotational rubbing of left thumb closed in right palm and vice versa.
- Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
- Rotational rubbing, backwards and forwards with clasped fingers of left hand in right palm and vice versa.

1300 123 499
xo2.com.au



How to disinfect surfaces.

Protect yourself. Do it for your health and hygiene.

STEP 1. Clean up any spills or soiling.
(Clean what you can see)

- Apply product directly onto the surface in a circular motion from the outside in.
- Remove soiling by wiping the surface in a circular motion from the outside in.
- Turn the sign to an angled position or use a hand tool for a final wipe. Place sign in a bag and dispose of correctly.

STEP 2. Disinfect the surface.
(Kill what you can't see)

- Apply product directly onto the surface generally. Ensure product makes good contact with all surfaces that need to be treated.
- Leave for 10 minutes. Then wipe or reuse off any excess if necessary.
- For surfaces that may come into contact with skin or children, eg. bins, lightswitches, clean thoroughly with water after the 10 minutes.

Handy Tips:

- XO2 recommends using caution when disinfecting disinfectants. Application of disinfectants can cause respiratory problems.
- For cleaning systems where hygiene is critical, use disposable wipes or paper.
- Quaternoid and quaternium disinfectants. These are the surfaces to thoroughly clean before carrying out full surface disinfection (see step 1).
- XO2 is not suitable for use on natural stone or terrazzo floors.

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Chemical storage area.

CAUTION STAFF ONLY.
LOCK DOOR WHEN UNATTENDED.

Before using any product, make sure you understand the safety and first aid instructions on the Safety Data Sheet (SDS).

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How to dilute chemicals.

BE SAFE

How much chemical do I add to water?

Use correct dilutions

- AUTO DILUTE**
Automatic dilution using a mixing system to ensure safe and accurate. This option is great for teams with changing rooms and water access.
- WATER FIRST**
When manually diluting chemicals, always add water first then chemical (2nd fix, avoid splash, fumes and excess foam).
- WEAR YOUR PPE**
Follow all chemical handling guidelines. Wear gloves, eye face and PPE as required.

Ratio	% of water	% of Chemical	Total ready to use solution required					
			1 Litre	5 Litres	10 Litres	20 Litres	30 Litres	40 Litres
1:1	50%	50%	500ml	2.5L	5L	10L	15L	20L
1:2	67%	33%	667ml	3.33L	6.67L	13.3L	20L	26.7L
1:3	75%	25%	750ml	3.75L	7.5L	15L	22.5L	30L
1:4	80%	20%	800ml	4L	8L	16L	24L	32L
1:5	83%	17%	833ml	4.17L	8.3L	16.7L	25L	33.3L
1:6	87%	13%	867ml	4.33L	8.67L	17.3L	26L	34.7L
1:7	89%	11%	893ml	4.47L	8.9L	17.8L	26.7L	35.7L
1:8	90%	10%	900ml	4.5L	9L	18L	27L	36L
1:9	91%	9%	910ml	4.55L	9.1L	18.2L	27.3L	36.4L
1:10	91%	9%	909ml	4.55L	9.1L	18.2L	27.3L	36.4L
1:11	91%	9%	909ml	4.55L	9.1L	18.2L	27.3L	36.4L
1:12	88.3%	11.7%	883ml	4.42L	8.8L	17.6L	26.4L	35.2L
1:13	87%	13%	869ml	4.35L	8.7L	17.4L	26.1L	34.8L
1:14	86%	14%	857ml	4.29L	8.5L	17.1L	25.7L	34.3L
1:15	86%	14%	857ml	4.29L	8.5L	17.1L	25.7L	34.3L
1:16	84%	16%	833ml	4.17L	8.3L	16.7L	25.1L	33.5L
1:17	83%	17%	820ml	4.12L	8.2L	16.4L	24.6L	32.8L
1:18	82%	18%	809ml	4.05L	8.1L	16.2L	24.3L	32.4L
1:19	81%	19%	799ml	3.99L	7.9L	15.8L	23.9L	31.9L
1:20	80%	20%	790ml	3.95L	7.8L	15.6L	23.5L	31.3L
1:25	80%	20%	790ml	3.95L	7.8L	15.6L	23.5L	31.3L
1:30	77%	23%	769ml	3.85L	7.7L	15.4L	23.1L	30.8L
1:40	73%	27%	727ml	3.64L	7.3L	14.6L	22.1L	29.5L
1:50	68%	32%	680ml	3.4L	6.8L	13.6L	20.4L	27.2L
1:60	63%	37%	633ml	3.17L	6.3L	12.6L	18.9L	25.1L
1:75	57%	43%	567ml	2.84L	5.7L	11.4L	17.1L	22.8L
1:100	50%	50%	500ml	2.5L	5L	10L	15L	20L

*Some of the figures above may be rounded up or down for ease of understanding. For precise measuring use the ratio figure.

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How to use the XO2 Deep Clean System.

SAVE LIVES
Clean & Disinfect

Reopen your facility in hours, NOT days.

- Identify all areas that may have been infected. Use enough disinfectant to clean ALL infected areas at once.
- SAFETY FIRST! PROTECT YOURSELF!
Put on ALL personal protective equipment (PPE) Do NOT enter area without full PPE.
- QUARANTINE AREA
- PREPARE THE AREA
Close off infected areas to be disinfected to prepare them for the deep clean. Safely remove all clutter from surfaces.
- 3-in-1 CLEAN & DISINFECT ALL TOUCHPOINTS
Use XO2 Deep Clean to clean and disinfect any touchpoint in the area. Door handles, lightswitches, appliance buttons and handles, elevator buttons, taps, bottles, etc.
- DO NOT VACUUM IN THIS STEP!
- CLEAN OTHER AREAS AS PER NORMAL
Use XO2 Deep Clean to clean and disinfect any touchpoint in the area. Door handles, lightswitches, appliance buttons and handles, elevator buttons, taps, bottles, etc.

YOU CAN NOW RE-OPEN AND GET BACK TO BUSINESS!

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Continued...



Chemical Handling Guide.

For cleaning chemicals.

- RESPECT** Read all chemicals and labels carefully. Do not mix. Always wear eye protection and gloves. Do not eat, drink or smoke. Do not use in confined spaces. Do not use on electrical equipment.
- DO NOT MIX** Do not mix chemicals together. Do not mix with other chemicals. Do not mix with water unless instructed. Do not mix with other cleaning products.
- KNOW PRODUCT** Make yourself aware of the chemical's properties and safety procedures. Do not use if you are unsure.
- PROPER LABEL** Always report any damaged or missing labels. Do not use if the label is missing or illegible. Do not use if the label is not in English.
- UNSURE? STOP!** Do not use if you are unsure. Do not use if you are not trained. Do not use if you are not authorised.
- WEAR PPE** Always wear eye protection and gloves. Do not use if you are not wearing PPE. Do not use if you are not wearing the correct PPE.

POisons Info Centre 24 Hours - 131 122

Chemical Spill Guide.

If in doubt, get out! Report spills immediately.

- PROTECT YOURSELF** This may include gloves, eye protection, face mask and clean protective clothing. Do not use if you are not wearing the correct PPE.
- IDENTIFY IT** Know where, what and how much spill you are dealing with. Do not use if you are not trained. Do not use if you are not authorised.
- CONTAIN IT** Remove spillage quickly. Do not use if you are not trained. Do not use if you are not authorised.
- CLEAN UP** Use absorbent and neutralising agents. Do not use if you are not trained. Do not use if you are not authorised.
- DISPOSE OF IT** Dispose of all waste safely. Do not use if you are not trained. Do not use if you are not authorised.
- IMPORTANT!** Report all spills. Do not use if you are not trained. Do not use if you are not authorised.

POisons Info Centre 24 Hours - 131 122

Preventing slips, trips & falls.

Fall in love, not in agony!

RISKS: BE AWARE WHEN...

- FEET** Wear slip-resistant shoes. Do not use if you are not wearing the correct shoes.
- FLOORS** Keep floors clean and dry. Do not use if you are not trained. Do not use if you are not authorised.
- FURNISH** Do not use if you are not trained. Do not use if you are not authorised.
- METHOD** Do not use if you are not trained. Do not use if you are not authorised.
- WATS** Do not use if you are not trained. Do not use if you are not authorised.
- SIGNS** Do not use if you are not trained. Do not use if you are not authorised.
- SPILLS** Do not use if you are not trained. Do not use if you are not authorised.
- TRAINING** Do not use if you are not trained. Do not use if you are not authorised.

Report all slips, trips and falls hazards or concerns to your supervisor or manager immediately.

First Aid Guide.

For cleaning chemicals.

- FOR ADVICE** Contact a doctor or the Poisons Information Centre.
- IF SWALLOWED** Do not induce vomiting. Do not give water. Do not use if you are not trained. Do not use if you are not authorised.
- IF IN EYES** Rinse eyes with water. Do not use if you are not trained. Do not use if you are not authorised.
- IF INHALED** Move to fresh air. Do not use if you are not trained. Do not use if you are not authorised.
- IF ON SKIN OR HAIR** Wash with soap and water. Do not use if you are not trained. Do not use if you are not authorised.
- IF SPILL OCCURS** Do not use if you are not trained. Do not use if you are not authorised.

POisons Info Centre 24 Hours - 131 122

Electrical Safety Guide.

Watts up? This info could save your life!

- INSPECT CORDS** Unplug electric cords. Do not use if you are not trained. Do not use if you are not authorised.
- CHECK & TEST** Ensure electric cord has a grounded end and tag. Do not use if you are not trained. Do not use if you are not authorised.
- WATER SAFETY** When water or liquid is spilled, do not use. Do not use if you are not trained. Do not use if you are not authorised.
- CHECK DAMAGE** Do not use if you are not trained. Do not use if you are not authorised.
- ERGONOMICS** Do not use if you are not trained. Do not use if you are not authorised.
- SAFE AT LAST** Do not use if you are not trained. Do not use if you are not authorised.

POisons Info Centre 24 Hours - 131 122

Manual Lifting & Tasks Guide.

We like to move it, move it...

- WARM UP** Warm up your muscles. Do not use if you are not trained. Do not use if you are not authorised.
- TECHNIQUE** Use proper lifting technique. Do not use if you are not trained. Do not use if you are not authorised.
- LIFTING AIDS** Use mechanical aids to move heavy objects. Do not use if you are not trained. Do not use if you are not authorised.
- SMART ORDERING** Order materials in a way that reduces lifting. Do not use if you are not trained. Do not use if you are not authorised.
- BE ORGANISED** Organise your workspace. Do not use if you are not trained. Do not use if you are not authorised.
- ERGONOMICS** Do not use if you are not trained. Do not use if you are not authorised.

Ask yourself: Is there a better solution? How could you change the job and make it safer?

How to remove carpet stains.

Remove stains quickly and easily... the express way.

- CHOOSE YOUR STAIN REMOVER** Choose the correct stain remover for the stain type.
- PREPARE THE STAIN** Pre-treat the stain with the stain remover.
- REMOVE THE STAIN** Apply the stain remover to the stain and scrub.
- FINISH UP** Rinse the area with water and blot dry.

OH OH! GOT STAINS THAT WON'T COME OUT?

Call 1300 123 499

Advanced carpet stain removal.

The complete professional stain removal system.

- CHOOSE YOUR STAIN REMOVER** Choose the correct stain remover for the stain type.
- PREPARE THE STAIN** Pre-treat the stain with the stain remover.
- REMOVE THE STAIN** Apply the stain remover to the stain and scrub.
- FINISH UP** Rinse the area with water and blot dry.

OH OH! GOT STAINS THAT WON'T COME OUT?

Call 1300 123 499

How to clean carpets.

Fresh clean carpets quickly and easily... the express way.

- VACUUM** Vacuum the carpet thoroughly.
- SET UP** Set up the carpet cleaning machine.
- CLEAN** Clean the carpet with the carpet cleaning solution.

Call 1300 123 499

How to clean carpets.

The pre-spray method.

- VACUUM** Vacuum the carpet thoroughly.
- PRE-SPRAY & SET UP** Pre-spray the carpet with the carpet cleaning solution.
- CLEAN** Clean the carpet with the carpet cleaning solution.

Call 1300 123 499

Q: Do you need a current and compliant Safety Data Sheet (SDS) for all your cleaning solutions?

A: Each of XO2's chemicals has a compliant Safety Data Sheet (SDS). You can view, download and print out the SDS you want from the product's page on XO2's website.



E. Australia's best cleaning bottle labels



Are the cleaning products you use best-in-class? Is the quality consistent? Is it well presented? Is the label compliant? Does the label last and improve safety? Will the label engage users and positively impact their experience?

XO2 makes Australia's best cleaning bottle labels that make cleaners smile and remember what they need to be safe. These labels work even when staff have difficulty reading, colour blind or when English is their second language. [See some examples below.](#)



F. How-to and training information



XO2 will help you discover ways to make your facility so great... guests and visitors say 'WOW'! Here's a few popular how-to articles you might like. [Just click on the link to go directly to the article's website page.](#)



Hand Hygiene Saves Lives: The Training Guide

[Click here](#)



How To Get Rid Of Bad Odours. For Good!

[Click here](#)



How To Clean And Sanitise Your Spa Bath

[Click here](#)



How To Use A Microfibre Floor Mop (Like A Pro) In 7 Easy Steps

[Click here](#)



How To Quickly Calculate Cleaning Chemical Dilution Rates And Ratios

[Click here](#)



The Truth About Breathing Poo Particles In Bathrooms

[Click here](#)



12 Disinfectant Myths, Debunked By Experts

[Click here](#)



How To Clean Mould & Stop It Coming Back (Like A Professional)

[Click here](#)



How To Service A Feminine Hygiene Sanitary Bin And Save Your Facility \$1,000's

[Click here](#)



Top Tips for Removing Carpet Stains

[Click here](#)



How To Perfectly Polish Marble Floors Like A Pro

[Click here](#)



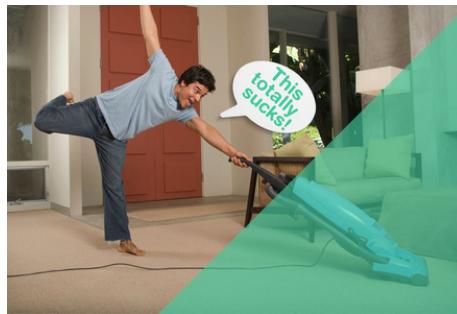
How To Remove Hard Water Mineral Stains On Windows & Glass

[Click here](#)



21 Cleaning Chemical Handling Guidelines For Your Workplace

[Click here](#)



Vacuum Cleaner Suction vs Wattage: Have You Been Fooled?

[Click here](#)



Recyclable & Degradable vs Biodegradable Garbage Bin Liner Bags

[Click here](#)



Leather Care Like a Pro. How To Clean, Restore and Protect It.

[Click here](#)



Everything You Need To Know About Urinal Maintenance In Men's Toilets

[Click here](#)



How To Use A Window Squeegee Like A Pro

[Click here](#)





Go on. Get in touch!

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