



ADDITIONAL U.S. PERSONAL HYGIENE AND CLEANING AND SANITIZING MINIMUM STANDARDS RE: COVID-19



To help prevent the spread of COVID-19 to our employees and guests, we have added **additional** minimums to our already high standards for cleaning and sanitizing and employee hygiene. If there are local regulatory practices in place that are stricter than these guidelines, the local regulatory practices **override** these additional minimum standards, and you must strictly adhere to them.

PERSONAL HYGIENE, CLEANING AND SANITIZING

ADDITIONAL MINIMUM STANDARDS

- **Remind** employees to stay home if they are sick.
- **Reinforce good personal hygiene practices including the following:**
 - Leverage your timed handwashing system to ensure employees are washing their hands properly with currently approved soap and warm water, at least once every hour.
 - **Reinforce frequent handwashing with approved soap** and warm water at all required times such as after using or cleaning restrooms, taking a break, handling garbage, touching his/her own body, touching a non-sanitized surface, and before returning to a work station.
 - **Have all employees cover their mouth and nose when coughing or sneezing and then wash hands. If coughing cough into a flexed elbow.**
 - **Encourage crew that work in front counter and drive thru service areas to use hand sanitizer as a supplement to frequent hand washing. Employees that work in food prep areas need to wash hands with soap and warm water. Hand sanitizer cannot be used as a replacement for times when hand washing is required by McDonald's procedures or by public health departments.**



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- Leverage **Guest Experience Leaders** or any McDonald's employee to **increase** the frequency of cleaning and sanitizing **high-touchpoint surfaces**. Use KAY® Peroxide Multi Surface Cleaner and Disinfectant (3:1 cleaner/disinfectant) along with a sanitized towel, a **minimum of every two hours or as needed** for the following areas. **Ensure you utilize a timer**, such as one used for handwashing, to remind the restaurant team.
 - Any digital screen
 - Tabletops and chairs
 - Self-serve beverage and condiment stations including bulk ketchup and iced tea dispenser hand touch points.
 - All equipment handles
 - Restroom surfaces and components
 - Door handles and push plate
 - Handrails
 - Front counter
 - Handwashing sink and faucets
 - Card readers & cash registers
 - Crew rooms
 - Waste bin flaps
- **Increase** cleaning and sanitizing frequency of restroom components to a **minimum of every two hours and more often during peak hours**.
- **If available, place or move existing hand sanitizer dispensers** to the most accessible places for service employees and customers. Use the following prioritization criteria to determine the best location to install a **minimum of three** dispensers:
 1. On a wall near the DT Cash Window (for the crew)
 2. Placed on a surface somewhere between the DT Present Window and the Front Counter Order Taker
 3. On a wall near the self-serve beverage station
 4. **If more** than three hand sanitizer dispensers are available, place them in the following prioritized areas:
 - A. Ensure you have one on a wall near the DT present booth and one on a wall near the Front Counter Order taker (they would no longer need to share the same dispenser)
 - B. On the kiosk nearest the main door
 - C. In the office
- If the restaurant has a freestanding hand wipe dispenser, it should be **relocated to a location nearest the main entrance**.
- **Sanitize DT headsets** before transferring it to another employee.
- **Reinforce “clean as you go”** and **increase** the cleaning and sanitization/disinfection of all equipment surfaces at opening and closing.

ADDITIONAL RECOMMENDED PRACTICES

- Use disposable ear pad covers for headsets if available.
- Display and promote handwashing and how to do it properly in both employee and multiple guest areas using posters or any other visual method.



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REDUCE GUEST AND EMPLOYEE CONTACT RISKS

ADDITIONAL MINIMUM STANDARDS

- **No personal contact** during greetings within the restaurant, for example, handshakes and hugs.
- **Stop** all guest-facing **food and beverage sampling**.
- Use a new cup for all coffee refills.

Visit the [U.S. Coronavirus Resource Center](#) page on @MCD for additional resources