

# COVID-19 Protocol Check

Protecting people & providing  
confidence in your business



**Steritech**

## Bring customers in with confidence

Steritech's COVID-19 Protocol Check assessments help ensure your locations are following your safety standards and acting on the visual cues that build trust with your customers and employees.

COVID-19 has changed the way we see the world. With awareness heightened, your employees and customers need reassurance that your business is taking steps to protect their health and safety.

With Steritech's COVID-19 Protocol Check, you can verify that your standards are in place at every location and reinforce the knowledge your employees need to protect themselves and others.

The result is that your customers can visually see your commitment to health and safety in action – inspiring the confidence that they need to patronize your business.

### THIS SERVICE IS RECOMMENDED FOR:

- Restaurants
- Retail
- Grocery
- Entertainment
- Hotels
- Healthcare
- Assisted living & longterm care facilities
- Daycares
- Fitness centers
- Hair salons



## OUR COVID-19 PROTOCOL CHECK

Your business has thoughtfully put together and implemented measures to protect both your employees and your customers. With our COVID-19 protocol check, you get the assurance that all of your locations are executing on them consistently. This detailed assessment:

- Verifies that your own protocols are in place at all locations
- Helps you ensure compliance with local, state, and federal guidelines
- Provides insight and guidance on industry best practices

### WHAT DO WE REVIEW?

Our COVID-19 Protocol Check is based on the protocols developed by your organization. Common items for evaluation and coaching include:



Local health department guidance



Wellness policies



Social distancing measures



Hand hygiene



Face masks & PPE



Frequent touchpoints



Response to COVID-19 exposure

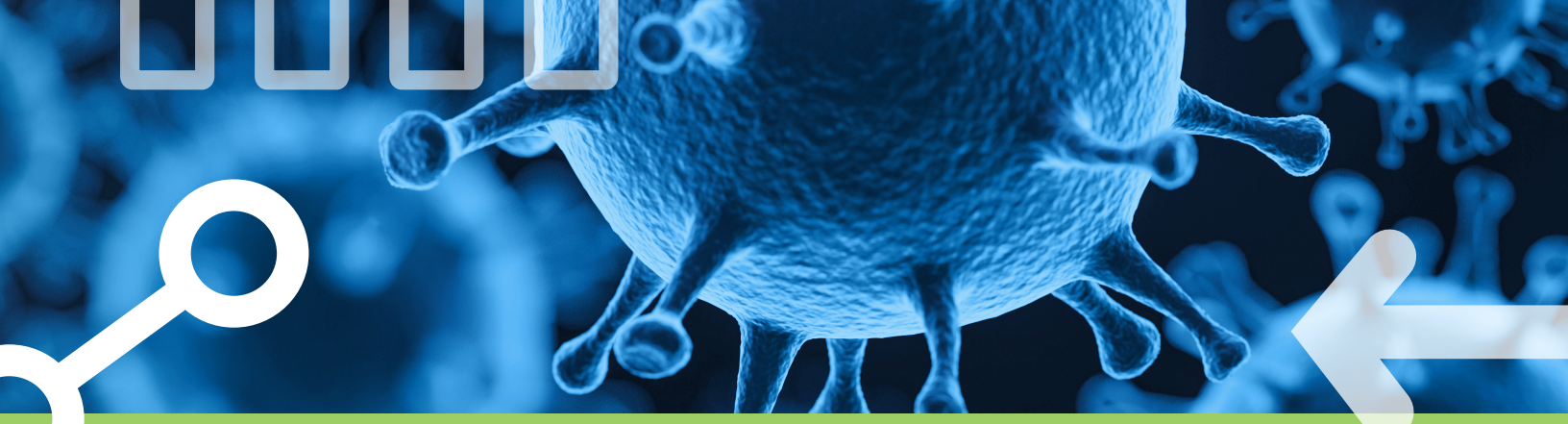


Terminology: cleaning, disinfection, sanitizing & sterilization



Chemicals & chemical use





## THE PROCESS

The COVID-19 Protocol Check is an interactive assessment that is designed to engage your employees without being disruptive to business.

- 1 Pre-assessment.** We will have a phone conference with your corporate contact to get the list of COVID-19 protocols you have developed and how they have been communicated to your locations.
- 2 On-site assessment.** A highly-trained Specialist will visit individual locations as assigned to conduct the assessment. The Specialist will evaluate protocols and engage with staff to coach on proper procedures.
- 3 Debrief & corrective actions.** After the assessment, the Specialist will debrief with the manager, review findings, and leave behind a printed report. The manager can also access results online via OnBrand360®, our online customer portal, and log any needed corrective actions.
- 4 Detailed recommendations.** Information from each assessment will be available to you to help provide corporate oversight. After all assessments are complete, Steritech will aggregate the findings and present them with detailed recommendations so that you can take action.

## BENEFITS



### Peace of mind

that all of your locations are executing on your policies consistently



### Enhanced employee & customer confidence

in your health and safety measures



### Assurance

that your organization is helping to prevent the spread of coronavirus



### Documentation & evidence

of your protocols for compliance, shareholders, and more



### Supplemental staff training

reinforced through Steritech's expert guidance and positive approach to feedback

## ABOUT STERITECH

For nearly 30 years, Steritech has been an industry leader and pioneer providing auditing and consulting solutions that mitigate risks, drive operational consistency, and help businesses accelerate growth.

With roots in the foodservice industry, Steritech has significant expertise in providing food safety and operational assessments to the restaurant, grocery and supermarket, convenience store, hotel and lodging, and retail store industries. From these beginnings, we have expanded our capabilities in the assessment arena to support a variety of industries in evaluating their operations at locations across North America.

Our team of over 350 Specialists are trained to understand and assess your brand's specific standards – from safety protocols to customer experience standards – to provide a snapshot overview of how your locations are performing against your requirements.

Steritech is part of Rentokil, a global leading business services company, operating globally in over 70 countries with the mission to protect people and enhance lives.



### THE STERITECH DIFFERENCE

- Our calibration process allows us to deploy consistent programs across your brand's locations, from local chains to international concepts.
- Our Specialists take a positive and constructive approach, fully explaining and coaching on the standards during each visit.
- Our Specialists are trained on industry guidelines as well as to support your brand-specific standards.

## WHAT IS ONBRAND360®?

OnBrand360® is Steritech's proprietary customer portal, which allows users to easily track and take action on assessment results. OnBrand360 features include:

- Closed-loop corrective action process
- A comprehensive reporting suite



### OTHER SERVICES:

- \* Food safety assessments
- \* Operational excellence assessments
- \* Workplace safety assessments
- \* Health inspection information management
- \* Food safety training
- \* Crisis management
- \* HACCP development

Call toll-free  
800.868.0089  
or visit [steritech.com](https://steritech.com)

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