



intertek

Total Quality. Assured.

protek™

HYGIENE SERVICE SOLUTIONS FOR THE RESTAURANT SECTOR

An overview of hygiene solutions to reduce COVID-19
contaminant risks for your employees and customers across the
operations in your restaurants.



Never before has health, safety and wellbeing been so vital to every aspect of our lives.

Intertek Protek is the world's first health, safety and wellbeing assurance programme for people, workplaces and public spaces. The programme provides support across all sectors, from restaurants to retail sites to public places; turnkey solutions covering all aspects from facility health assessment, programme development, audit solutions for the prevention of the spread of infection, cleaning and disinfecting process oversight, post cleaning verification to compliance reporting and certification.

Ensuring optimal hygiene safety of your restaurants

As restaurants across the UK prepare for

safely enabling customers back into their premises, stringent hygiene standards will become key strategies to address this and reassure colleagues and customers alike. Environmental hygiene monitoring of key areas can provide a proactive approach to reducing the risk of spreading the virus and provide reassurance to your employees and customers. Specifically, by testing environmental surfaces, restaurants can monitor the effectiveness of their hygiene protocols and enable management action such as isolating areas to allow further cleaning.

Intertek offers a full suite of hygiene

services to ensure you are safeguarding your people, your customers and operations. These can be used to independently verify your performance against your own health and safety protocols, to provide testing to minimise ongoing risks in your operations, or to implement extensive inspections and audit programmes to develop or optimise your approach to the hygiene, health and safety of your operations.

Our bespoke solution packages can be tailored to your needs – and our independent expertise can provide you with confidence and assurance that you are minimising risks in your operations.

HYGIENE TESTING, INSPECTION & AUDITING SERVICES

Hygiene Testing

These services provide cost effective, fast turnaround hygiene testing solutions to form part of restaurants' ongoing monitoring programmes to ensure their cleaning programmes are effective.

COVID-19 Surface Hygiene Testing

COVID-19 can be spread from contaminated surfaces through every day human activity or airborne droplets in building ventilation systems and aerosolised viruses can settle on horizontal surfaces such as desks, tables, and floors. Environmental hygiene monitoring of key areas can provide a proactive approach to reducing the risk of spreading the virus and provide peace of mind to employees and customers.

Surface hygiene testing can be performed by Intertek experts at customer sites by taking swabs of specific surface areas, as part of our facility health management programme, or through customers pre-ordering the kits and following instructions to take the swabs themselves in conjunction with their normal hygiene protocol. This test can identify if SARS-CoV-2, the strain of coronavirus that causes COVID-19, is present on a variety of surfaces, including door handles, PIN pads, desks, computers, phones and most types of hard surfaces. Organisations can therefore monitor the effectiveness of their hygiene protocols and enable management action such as isolating areas to allow further cleaning, if required.

Our laboratories are based centrally in the UK, and upon receipt of the swabs at the laboratory these will be securely handled and processed within hours, via PCR (Polymerase Chain Reaction) methodology, allowing the final results to be reported as soon as analysis is complete to identify if SARS-CoV-2 is present and enable customers to take immediate action.

Hygiene Inspection & Auditing Services

Intertek offers solutions to enhance customers' existing health, safety and hygiene standards and procedures, as well as best-in-class inspection and auditing solutions to assess your facilities and operations against. These can be provided as single solutions ahead of restaurant re-opening for customers and employees, or as part of an ongoing monitoring programme to minimise risks in your operations and provide confidence in your business and brand.

Where customers already have health and safety monitoring programmes effective, our

independent experts can provide services to enhance and verify these, including:

Hygiene Inspection Service

A detailed best-in-class service offering, aligned to WHO and UK Government guidance on the latest protocols in reducing COVID-19 transmission risks, our Hygiene Inspection Service encompasses a full external and internal facility hygiene assessment.

This covers, not only the hygiene of the exterior and interior surfaces, but all aspects of a facility where there are hygiene risks, including pest control, airflow, water, social distancing and through discussions with employees about their understanding of their health and safety standards.

Facility Health Monitoring Programme

The hygiene inspection service can be used as a stand-alone service, or as part of an ongoing monitoring programme. The Facility Health Monitoring Programme represents the world's most comprehensive health, safety and hygiene assurance programme, with sites that successfully meet the requirements gaining Intertek's Protek branding to recognise and endorse that achievement. Following the initial inspection, these ongoing audits can be conducted in person on-site or using Intertek's state-of-the-art Inview remote auditing solution.

Inview - Remote Auditing Solution

Intertek has developed Inview, a Remote Audit solution to help organisations conduct more efficient and safer audits. By wearing a video and audio source located in a light-weight harness, you are able to interact remotely with a qualified auditor, allowing them to evaluate the facility, conduct interviews, and review the necessary documentation in real-time – just as they would if they were in person at your organisation.

Performing audits via a remote auditor will not only remove any health and safety concerns from having an auditor on-site, but also reduce the added costs and time needed for travel to the restaurant location, allowing organisations to maximise their investment in their health and safety programme.

Gap Analysis Audits

Our auditors can conduct gap analysis audits to identify where there are areas that require or have scope for improvement to fulfil customer's health and safety commitments, reducing risks in your protocols and giving you a clear view of areas to modify.

Food Hygiene Control Programme

Relevant for any operations with kitchens

or dining areas, this global standard can be utilised across the entire range of the hospitality industry, from large brands to small independent restaurants, hotels, food boutiques and cafes.

In order to become recognised, Intertek will provide an in-depth risk assessment and audit of your premises for food delivery and storage, preventive activities, kitchen, food handler and safety standards.

Employee Training Solutions Programme

We can create bespoke on-demand, eLearning and certification programmes for colleagues on key health and safety topics and protocols, supporting your standards and providing consistent understanding and training on your hygiene programmes.

POSI-Check

A new audit solution to help in the Prevention of the Spread of Infection (POSI). POSI-Check was created to support organisations as the world recovers from the COVID-19 pandemic.

The POSI-Check solution demonstrates that you are effectively managing the prevention of spread of infection. An easy to implement solution, it provides the tools needed to maintain a level of POSI control in any environment to give assurance that health and safety is of utmost importance.

Certification is earned through hands-on training sessions, bi-monthly auditing, and easy-to-use swab tests to detect adenosine triphosphate (ATP) of key surfaces in public common areas such as eating areas, toilet and bathrooms, administrative areas, elevators and escalators, and more.

Re-opening: Optimising Health & Safety for Employees, Customers and Operations

Intertek experts can support you as you re-open your restaurants, providing your colleagues and customers with confidence and assurance. Solutions include space re-design of your restaurants to factor in the necessary increased social distancing, complete with best practice guidance. The new restaurant layout can then be protected through facility hygiene audits and checks. Follow-up employee training programmes and certification will ensure that your health and safety protocols remain optimised for the new environment.

HEALTH, SAFETY AND WELLBEING IS NOW THE #1 CONCERN FOR THE RESTAURANT SECTOR.

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 Across consumer industries, 76% of respondents said they were ‘scared’ or ‘nervous’ about visiting a bar or restaurant once restrictions are lifted
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 89% of consumers said they agreed that companies should demonstrate some authentication to show companies they are taking appropriate health and safety steps to protect operations & people
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“
 95% of respondents would find it reassuring if there was ‘a universal quality standard adopted by companies to ensure the highest health and safety standards’ to prevent infection of COVID-19
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In response, Intertek has launched Protek, the world’s first, end-to-end health, safety and wellbeing assurance programme for people, workplaces and public spaces.

Based on Intertek’s unique approach to total quality, our Protek suite of operational solutions provides your employees and customers with the confidence that their health, safety and wellbeing is your priority.

Intertek has launched a dedicated comprehensive Protek assurance programme for restaurants, based on decades of industry experience.

- Following guidelines from the WHO, CDC and based on Intertek’s hugely successful POSI-Check solution
- Specifically designed to prevent the spread of infection, including Covid-19
- End-to-end solution, covering all key areas of operations – from outside dining to kitchens and bathrooms
- Independent third-party verification
- Training materials and content to provide education and awareness on key aspects of the prevention of spread of infection for employees
- Programme development and advisory associated with pandemic management planning
- Can be delivered in person or remotely, using Intertek’s state-of-the-art remote auditing solution, Inview

Contact our experts today to discuss how Intertek Protek can support the health, safety and wellbeing of everyone in your organisation.



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