

International Hygiene Management Certificate for Hotels



Short Version of the Original-Criteria Catalogue

Issuing Organisation
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Criteria

Hygiene Organisation
Code of Praxis
<p>The hotel has issued a hygiene code for its employees. This regulates in particular:</p> <ul style="list-style-type: none"> - General hygienic behavior in the workplace - Special hygienic behavior to avoid endangering guests.
<p>In the areas with high frequency (corridors, entrance area, restaurants, reception, etc.), information is given to guests on correct hygiene behavior.</p>
Hygiene officer
In general
<p>The management has appointed a hygiene officer. This can also be the quality management officer who performs this additional task or another employee in the company.</p>
Hygiene Management
Management System
<p>The house has a special duty of care towards its guests in terms of health. Therefore, in the quality management system, ensuring hygiene is e.g. anchored in process and work instructions.</p>
<p>The hotel has a suitable information management to monitor the legal hygiene requirements in all areas of the hotel.</p>
<p>Pest control: there is professional pest control management for the entire hotel sector (cooperation with a specialist company).</p>



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Cleaning Measures
<p>The hotel has cleaning plans for at least the following areas:</p> <ul style="list-style-type: none"> - lobby - overnight stay - kitchen - restaurant <p>If available also:</p> <ul style="list-style-type: none"> - swimming pool and sauna - fitness and gym area - spa area and / or medical area
<p>The cleaning agents used correspond to the product specification of the desired disinfecting properties in the respective area of application.</p>

Analyses
<p>Drinking water</p> <p>A current analysis of the drinking water quality, e.g. provided by the water supplier, should be available. This also includes information on the microbiology (especially colony-forming units (CFU) at 20 ° C / 36 ° C, coliforms, Escherichia coli and enterococci)</p>
<p>An analysis for Legionella in the hot water system is carried out (at least 1 x per year)</p>

Bathing water (swimming pool)
<p>Colony-forming units (CFU, e.g. at 20 ° C / 36 ° C) and the bacteria Escherichia coli and Pseudomonas aeruginosa are examined</p>
<p>An analysis for Legionella in the hot water system (at least once per year) is carried out in aerosol-forming water circuits</p>



Staff
<p>In addition to the hygiene officer, personally responsible persons for hygiene issues are named, depending on the area:</p> <ul style="list-style-type: none"> - Hotel including room: housekeeper - Restaurant: restaurant manager - Kitchen: Chef (including food store) - Swimming pool: e.g. Housekeeper, lifeguard or spa manager - Spa: Spa manager - Fitness: Head trainer, housekeeper or spa manager - Diagnostics and therapy area at health resorts: senior nurse or housekeeper
<p>Disinfectant dispensers are also set up at strategically important points in the personnel area</p>

Pick-up and arrival of the guest
<p>Transfers to the hotel</p>
<p>Upon arrival, the guest is given the opportunity to clean their hands, e.g. with a packaged disinfectant wipe.</p>
<p>The car (shuttle) was disinfected by the chauffeur at the "high-touch points" before being picked up (if necessary with a spray or wipe disinfection). This includes the car's door handles, seat belts, and window buttons. Furthermore, the car was at times intensively ventilated during the journey to the guest (open windows).</p>
<p>Before welcoming guests at the airport or train station, the driver cleans and disinfects his hands.</p>
<p>Once a day, the seats in the car should be disinfected with a spray (to avoid the formation of enteric bacteria on the seat surfaces).</p>
<p>Special criterion for highly infectious epidemics (corona, norovirus, etc.): All occupants of the car, including the driver, are required to wear face masks No more than one or two people should be taken in the taxi or shuttle The driver provides the guests with a disposable face mask</p> <p>If one of the passengers shows conspicuous symptoms of illness (fever, nausea, etc.), appropriate measures are taken to protect the other passengers. This includes, for example, ordering a separate shuttle service (or taxi) for this sick person. The hotel staff must be informed of this by the driver so that they can proceed with an examination by a doctor or questioning the guest.</p>



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Reception, check-in and check-out
The entrance door to the hotel opens automatically. If this is a revolving door or another door that can be opened manually, the door handles are regularly disinfected or the hotel staff always open it for the guest.
A hand disinfection option is available to the guest on the way to reception. Ideally, this is a contactless disinfection.
Check-in and check-out are contactless
Seating in the reception area is regularly inspected for cleanliness. Tables and smooth surfaces on seating (armrests, etc.) are disinfected at regular intervals (at least once a day).
If a card terminal with entry of PIN numbers is used for payment at the check-out, it is disinfected with a spray after each use.

Elevators / stairs and corridors
Elevators
The buttons for calling the elevator and the buttons in the elevator as well as any bars for holding in the elevator are disinfected regularly (several times a day).
In the event of epidemics (e.g. currently COVID-19), it is ensured that a face mask is worn in the elevator. Furthermore, signs indicate that only a defined maximum number of people are allowed to stay there. The position within the elevator where people should stand is marked accordingly (for example with "feet" stuck on)

Stairs and Corridors
All areas that are frequently touched by guests ("high-touch points") such as Handrails are disinfected at least once a day using wipe disinfection (alternative: UV light disinfection).
Any existing doors that the guest must pass through (e.g. swing doors) are disinfected at least once a day in the areas with intensive contact.

Accommodation
In general
After departure, the room is thoroughly ventilated
The cleaning staff's cleaning cloths are exchanged daily and disinfected by hot washing (e.g. 90 ° C)
Extra point: Fresh fruit that may be made available to the guest is washed. This is communicated to the guest on a sign.



Coat rack
Cabinet: The compartments are clean and are not only cleaned after each departure, but also disinfected with a surface disinfectant (e.g. spray).
Spare pillows are in the top of the cabinet
Additional blankets and spare pillows are protected in the bag (cannot collect dust)

Cleaning and disinfection of high-touch points after every departure
<p>The following areas are cleaned and disinfected by the cleaning staff after each departure (if available):</p> <ul style="list-style-type: none"> - Light switch - Telephone receiver and keypad - Heating controller - Remote control to the TV - All handles (window handles, door handles, cabinets etc.) - Minibar - Glasses, cups, plates and cutlery - Water heater - The control keyboard of the safe - Control element for the air conditioning - Desk and any existing drawers on the desk and on the bedside table (including the handles). - All table surfaces and shelves
<p>The following additional areas are cleaned and disinfected by the cleaning staff after each departure (if existing):</p> <ul style="list-style-type: none"> - Hairdryer - Toothbrush tumbler (if possible, cleaning in the dishwasher) - All sanitary installations (taps, shower installations, sinks, toilets, shower trays, bathtubs, etc.) - Bathtub drain, shower tray drain, wash basin drain and siphon - Shower gel dispenser (if available) - Covering waste bins that can be touched by the guest - Toilets, flushing element (toilet), toilet brush, toilet paper holder - Towel holder in the bathroom
<p>The following areas on the balcony are cleaned and disinfected by the cleaning staff after each departure (if available):</p>

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<ul style="list-style-type: none"> - Balcony railing - Furniture on the balcony

Bed: hygiene requirements for the mattress
The mattress is permeable to water vapor (breathable)
<ul style="list-style-type: none"> - The mattress can be cleaned and disinfected separately from the bed frame - There is a liquid-inhibiting mat between the mattress and the sheet
Further requirements for the mattress:
<ul style="list-style-type: none"> - Bed, bed linen and mattress are clean (the bed is taken apart by the auditor) - The bed linen is made of sturdy textile (no damage, no brittle fibers) - The bedspread is intact, clean and not dusty - The bed frame is cleaned after every departure
The mattresses are turned regularly
The mattresses are disinfected at least once a year
Extra point: Bed scarves should be used instead of a bedspread

Bathroom
Faucets and showers: The cold water must not exceed a temperature of 25 ° C / the hot water must reach a temperature of at least 55 ° C (to avoid legionella infestation)
The amenities are exchanged after each guest's departure
There are no fingerprints and smudges on mirrors
The towels and the floor cloth are clean and in good condition.
No mold is visible in the showers (this affects the joints in particular).
Shower gel dispensers (if available) are clean, undamaged and not discolored.
WC: The replacement toilet roll is stored hygienically in such a way that it cannot get dirty.

Armchairs and side tables
Extra point: Decorative pillows are used sparingly.
The armchairs and other chairs are subject to an annual cleaning and hygiene plan.
The armchair and sofa are also clean under the pillows and cushions.

Meeting area
Disinfectant dispensers are provided in front of the conference rooms during operation.

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The conference area can be well ventilated during the breaks.
At the end of the conference, all surfaces and used utensils are cleaned and disinfected (documentation).
<p>Beverages</p> <ul style="list-style-type: none"> - Conference drinks are provided in small bottles that can only be used by one person. - In the case of publicly accessible coffee machines, the corresponding controls are disinfected at regular intervals (hourly) by wiping disinfection or UV radiation.
Buffets in the conference area are provided with a spit guard

Kitchen and Food storage
In general
There must be an up-to-date HACCP system for the preparation of food that is tailored to the kitchen.
Product delivery and waste disposal take place in different ways (avoidance of cross-contamination).
External visitors (e.g. fitters, auditors, etc.) can introduce harmful germs from outside. You will therefore be provided with protective clothing (e.g. smock, head protection and overshoes).

Delivery and food storage
Incoming goods inspection:
<ul style="list-style-type: none"> - Temperature control, - Visual inspection of the packaging and the freshly delivered food (fruit, vegetables, meat, etc.)
The following food groups are stored separately if possible:
<p>Meat / sausage, Cheese / dairy products, Vegetable salad, Eggs, Beverages, Canned food, flour etc. in dry storage – (rodent safe)</p>
No empties are stored in the beverage warehouse
Fresh food (lettuce, vegetables, fruit) must not be stored in the original delivery containers (avoidance of contamination via the packaging)
Food prepared in the kitchen must be stored with the date of manufacture
No wooden pallets are used
The temperature in the refrigerators and cold rooms must be documented
The temperature in the refrigerators and cold rooms must be documented. Only professional refrigerators and chests that are suitable for the respective use are used



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Kitchen
Extra point: Kitchen area, preparation of food: All surfaces can be cleaned with disinfectant wipes.
In the kitchen there are hand basins with disinfection facilities in the access areas.
Every hand wash basin comes with cleaning instructions for cleaning hands and a mirror.
The windows are sealed by fly screens
The work areas are marked in writing (e.g. preparation of vegetables, fish preparation, meat preparation, etc.)
In preparation, the work processes for salad and meat are spatially and temporally separated from each other
The rubbish bins in the kitchen are designed in such a way that they no longer have to be opened by hand
Es gibt strikte personelle Arbeitstrennung zwischen: <ul style="list-style-type: none"> - Food preparation - Scullery - Waste disposal
Eggs are cleaned in disinfectant solution before processing (alternatively, already cleaned and externally disinfected eggs are obtained)
Cleaning: A cleaning and disinfection plan must be in place for the kitchen area

Kitchen staff
Cleaning: A cleaning and disinfection plan must be in place for the kitchen area
In the case of special illnesses, the personnel concerned are prohibited from working
The staff wears inadequate clothing (head protection, kitchen clothing, kitchen shoes, etc.) and, if possible, no jewelry, in line with their area of responsibility

Kitchen staff changing area
There is a separate staff area for the kitchen staff with changing facilities and their own toilets
The changing area for the staff must be monitored for cleanliness and tidiness
The wardrobes are divided into kitchen clothes and street clothes (black and white separation). Ideally, 2 wardrobes are available for this.
In the personnel area, information on hygienic behavior is posted for the kitchen staff.
The personal toilet must be easy to clean and is included in the cleaning plan.
The personal toilet includes: a functional hand wash basin, disposable towels for drying hands, soap dispenser and a hand disinfection option

Waste area
Waste area: The waste is stored outside the hotel.



Restaurant and Bar
Restaurant
Disinfectant dispensers are installed in the entrance area; these work contactless if possible
Buffet: There is a spit guard above the buffet
The cutlery is on the table (boxes should be avoided where the cutlery is touched by many guests when removing it)
The tables in the restaurant area are as far as possible about 2 m apart (table edges).
The chairs (especially the seats) in the restaurant are clean
The table setting and the tablecloths are clean (no fingerprints on the glasses, no deposits on glass shelves, no dirt in the forks, etc.).
The menu is in a cover that can be wiped off with a damp cloth.
Bar (and dispensing system)
All glasses are stored cleanly
The glasses are cleaned in a dishwasher (preferably no hand cleaning)
All aids for preparing drinks are cleaned regularly. Cutting boards are cleaned several times a day (hand cleaning) and are replaced daily (cleaning in the dishwasher).
The refrigerators only contain the daily requirement for drinks, fruit, vegetables, etc.
Any snacks (nuts, pastries) are given to guests in portions and disposed of after clearing.
Dispensing systems involve an increased hygiene risk. They are regularly kept in a hygienically perfect condition in accordance with national standards. <ul style="list-style-type: none"> - The bar, the beverage pipes including the tap and the rinsing device are made of hygienically suitable material - In particular, the requirements listed in the appendix can be found in checklists
Personal hygiene: The staff is required, in addition to the usual measures <ul style="list-style-type: none"> - before starting work, - before and after the break and - basically after every visit to the toilet <p>wash and disinfect hands.</p> <p>Disposable towels are used to dry hands in the dispensing area.</p>
Access to sick employees is prohibited. People with wounds or skin infections are only allowed to stand at the tap with an appropriate protective bandage.
The wearing of hand and finger jewelry by operating staff behind the counter should be avoided.



Separate cleaning cloths must be used for different areas (counter surface, tap, etc.). These must be changed at least daily.

SwimmingPool

In general

The bath water is cleaned with the help of filters. A disinfectant is added to the bath water (e.g. chlorine)

The bath water is disinfected by an automatic dosing system

A special program is carried out to combat Legionella (heat, increased addition of chlorine, etc.)

All bathing pools are completely flowed through by the bath water (ideally horizontal flow)

At least 30 liters of pool water are exchanged for fill water per guest every day.

The foot basin in some swimming pools before entering the bathing pool is dispensed with for reasons of hygiene, unless this is required by national regulations.

Cleaning intervals in the swimming pool area

Thorough cleaning and disinfection of the entire pool with emptying of the pool (once a year)

Daily cleaning of the bathing pool (floor, walls)

Hot tubs are emptied, cleaned and disinfected daily

All compartments for bathers are cleaned and disinfected in the evening

The floor is cleaned and disinfected daily

Guests are advised to shower before going to the swimming pool or sauna

There is a ban on walking barefoot

Changing rooms (swimming pool / sauna)

There is no need for a spin dryer to dry the bath linen due to the high bacterial load.

Showering: Care is taken that the tiles and the joints between the tiles are undamaged so that no germs can settle in the spaces between them

The entire changing area, including the sanitary facilities, is cleaned and disinfected every evening

Toilets are cleaned and disinfected several times a day (cleaning protocol)

Wipe disinfection is possible in the entire changing area

Cleaning plans and logs are posted in the changing area

The lockers are clean on the inside. They are cleaned daily.

Hairdryers are cleaned and disinfected daily

Extra point: A disinfectant is available so that guests can disinfect the hairdryer themselves

Sauna

Dry sauna

The regular cleaning and disinfection measures must be documented in cleaning plans. This includes at least the following requirements:



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<ul style="list-style-type: none"> - Daily cleaning and disinfection of the floor and any floor mats - Weekly disinfection of the loungers - Daily cleaning and disinfection of the benches and floors (steam sauna) - Cleaning the sauna benches e.g. by superheated steam
The sauna is well ventilated after the end of operation
Foot warming basin: Daily thorough disinfection cleaning of the pool
Daily cleaning of the showers (floors, walls and all installations)
Cleaning the toilets several times a day (cleaning protocol)
Daily disinfecting cleaning of the loungers (relaxation room) with a focus on the head and foot area as well as the arm rests
Guests are advised of hygienic behavior in bathing rules and with separate instructions (examples: request to sit on a towel, do not walk barefoot, use a towel as a pad to cover the foot area, etc.)

Steam sauna
The contact surfaces (seating areas) must be cleaned and disinfected daily before the start of operation.
Hygiene design - the water can run off freely from the benches
There is a rinsing hose for cleaning, so that every guest can rinse their seating area themselves with a jet of water

Fitness area and gymnastics hall
Fitness area
Guests can disinfect the devices themselves (spray, wipes)
Exercise equipment basically <ul style="list-style-type: none"> - The minimum distance between the devices should be 1 m if possible (outer edge to outer edge) - Daily cleaning and disinfection of the training equipment, especially the seats and the surfaces that are touched with the hands
Provision of hand disinfection options (in the area of increased frequency, e.g. in the passageway) in addition to the hygiene sprays (or wipes) for the devices
The hygiene plan in the fitness area should contain the following areas: <ul style="list-style-type: none"> - Cleaning disinfection of the floors (at least weekly) - Cleaning disinfection of shower cubicles and sinks (daily) - Cleaning of toilets and sanitary facilities (daily) - Cleaning of doors, door handles, handrails, towel holders and shelves (daily) - Emptying, cleaning and disinfecting the waste containers (daily) - Daily cleaning and disinfection (spray disinfection) of the training mats and all other training equipment (balls, dumbbells, etc.)
There are hygiene rules for the sportlers; Examples: always cover the seats with a towel, disinfect the equipment after use (the grip surfaces), do not train or run



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barefoot, properly cover open wounds and injuries and avoid contact with sports equipment or mats.

Gymnastics hall

Daily cleaning of the floor and all handles

Weekly cleaning of mats, exercise balls and other sports equipment

The gym is always well ventilated (it doesn't smell sweaty or musty)

Spa-Area

Cleaning in the Spa-Area

The therapy and cosmetics staff clean and disinfect the hands before each use.

There are hygiene instructions (work instructions) for the therapy staff

For any application, a preliminary interview will clarify whether the guest does not suffer from any acute infectious diseases.

Changing rooms (spa)

Showering: Care is taken that the tiles and the joints between the tiles are undamaged so that no germs can settle in the spaces between them

The entire changing area, including the sanitary facilities, is cleaned and disinfected every day

Toilets are cleaned and disinfected several times a day (cleaning protocol)

Wipe disinfection is possible in the entire changing area

Cleaning plans and logs are posted in the changing area

The lockers are clean on the inside. They are cleaned daily

Hairdryers are cleaned and disinfected daily

Relaxation room

Relaxation room: Daily disinfection of the loungers (important areas in particular: head area, armrest and foot area)

Any headphones that may be present are disinfected daily

Whirlpool

There is a separate cleaning plan for the whirlpool

Regular cleaning and disinfection of the pump circuit system up to the jets

Extra point: Periodic monitoring of the pump system (microbiological analysis)

Massages

Disposable shoes and disposable underwear are available for the guest

There are hand basins in the massage rooms. The masseur dries his hands with disposable towels if possible.

The massage room is well ventilated



Thai Massage
The mat is on a frame and can be cleaned from below
The guest is offered special clothing for the Thai massage
The mat is clean and impermeable to water
The mat is disinfected regularly (daily surface disinfection)

Beauty area
The cosmetic staff wears a closed gown, the forearms are free
With longer hair, these are tied back
The fingernails are short
The staff does not wear jewelry
The cosmetics staff always wear a face mask
Before and after each treatment, the staff cleans and disinfects their own hands
Foot care should always be carried out in a separate, well-ventilated room
The instruments should be sterilized in a professional sterilizer (not a UV sterilizer, but an autoclave or a hot air sterilizer) after thorough cleaning. A book must be kept of this.
All surfaces must be cleaned and disinfected daily
Sterilized instruments are stored in a disinfection cassette (or professionally shrink-wrapped in foil)
Brushes and other devices that cannot be sterilized in a hot air sterilizer must be stored in a suitable sterile solution
Disposable instruments as well as cotton and cellulose cloths are kept in closed containers
Surface coverings such as on the cosmetic chair are changed after each use

Vitamin Bar
There are hygiene rules for the preparation of beverages and the serving of snacks
Spent wellness snacks will be disposed of if not consumed
Equipment and aids for preparing drinks (juices, teas, etc.) are cleaned after each use
Fridge: <ul style="list-style-type: none"> - The fridge is clean - Food (including drinks) are only stored for daily needs - All food (including drinks) are covered
All dishes are cleaned in a dishwasher