

ZOONO[®]

UNITED KINGDOM

Standard Operating Procedures



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Introduction

Why do we need Standard Operating Procedures?

Among other things, it is methodical service delivery and consistent levels of service that set us apart from other service companies.

Following a standard operating procedure (SOP) ensures we deliver a quality service and achieve optimal results after the application of Zoono technology, each and every time.

Zoono is a special technology that promises major benefits to customers and it is therefore critical that the service is delivered to very high standards, by professional and knowledgeable staff.

Standard operating procedures should form part of the training for staff, but should also be available at the place of work as a reference point for completing the work to the required standard – for example, stored in a document wallet in the work van, or made available through a smart phone or other device.

This document focuses on 'corporate' services, which covers offices, call centres and other administrative facilities. A Service Overview and a Standard Operating Procedure has been included for each of the following services:

1. Zoono Fogging
2. Zoono Touch Points + Fogging
3. Zoono Workstation Treatment

We have included a basic introduction and overview of the Zoono technology on Page 4, as well as information on demonstrating the effectiveness of the services to customers on Page 14 (Customer Auditing & Reporting).

Lastly, additional information about alarm systems, allergies and chemical sensitivity has been included on Pages 15 and 16 – common questions that can come up from customers.

Zoono Technology

Zoono Product Name	Capabilities
Zoono Z71 Surface Protectant	Up to 30-Day Protection Surface Biocide
Zoono Hand Sanitiser & Protectant	Up to 24-Hour Hand Sanitiser and Protectant

The Zoono difference is longevity and residual protection.

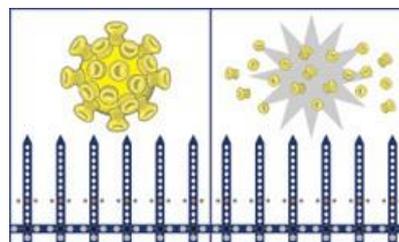
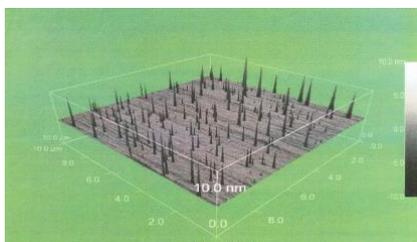
Zoono® products have been tested and proven internationally to provide long lasting protection against bacteria, viruses, mould and yeast in food manufacturing and critical hygiene environments.

- The **Z-71 Microbe Shield** provides up to 30 days of protection on surfaces, even after normal cleaning and wash down procedures.
- The **Zoono GermFree24 24-Hour Hand Protectant** provides up to 24 hours of protection for hands, even after regular hand washing.

Once Zoono has bonded to a surface it provides continuous protection and repeatedly kills pathogens again and again, delivering a 'belts and braces' back up to daily cleaning and sanitising routines.

Why is Zoono Unique?

Zoono technology bonds to surfaces and delivers persistent protection, even after regular washing or cleaning. The protective layer, or "invisible shield" attracts and kills organisms mechanically, removing the risk of cross contamination, resistance or mutation. Zoono protection is broad spectrum - anti-bacterial, anti-viral, anti-fungal and anti-algal.



Efficacy & Compliance

Safe, non-toxic and non-hazardous, Zoono products have been successfully tested against 100+ common and exotic pathogens. Copies of these tests and lab reports are available by request.

The products have been approved for sale in the EU under PT1, PT2, PT3 and PT4 of the EU Biocides Regulations.

Zoono Fogging – Service Overview

Fogging corporate facilities with Zoono (Zoono Z-71 Micobe Shield 30-Day Surface Biocide) effectively creates an “invisible shield”, by coating all surfaces with a protective layer that will continuously kill germs for up to 30 days (bacteria, viruses, mould, yeast and fungi).

This provides a number of key benefits to customers, including:

Protection (protecting staff and facilities against the spread of illness)

Prevention & Risk Management (reducing risk around events that could cause business disruption, e.g. flu outbreaks, pandemics, bio-terrorism etc.)

Employee Health & Wellbeing (supporting other health and wellbeing initiatives - flu shots, healthy eating, fitness programs, smoking cessation etc.)

Absenteeism (targeting and reducing absenteeism)

Innovation (adopting cutting edge innovation)

The process used for fogging corporate facilities is very similar to pest control fogging and uses the same ULV fogging equipment. The fogging process applies a very fine mist of Zoono to all surfaces and when applied correctly, will coat every square inch of a facility.

Application Rates

In corporate facilities, Zoono should be fogged at approximately 20-micron and the rate of application is approximately 1L of Zoono product for every 100-150m².

Service Frequency

Typically, services are delivered on a monthly basis to maintain the 30-day protection. Occasionally, customers may request or we may recommend additional services during the winter period or during particularly bad outbreaks of illness (for example the current influenza outbreak).

Zoono Fogging – SOP

Name of Standard Operating Procedure	Reference Number
Zoono Fogging	#Z3301
Reference Documents	
<ol style="list-style-type: none"> 1. Safety Data Sheet – Z-71 Microbe Shield 2. Job Sheet (time allocated, staff allocated, estimated litres of Zoono) 3. Job Safety Analysis – To Be Completed 	
Pre-Start (What must be carried out or in place before work starts)	
<p>Equipment & Product Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Zoono Product (Z-71 Microbe Shield) <input type="checkbox"/> ULV Fogging Equipment <input type="checkbox"/> Extension Leads <input type="checkbox"/> Batteries (if required for backpack fogging equipment) <p>PPE Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Eye/face protection: Safety goggles should be worn. <input type="checkbox"/> Skin protection: Gloves should be worn when handling this product. <input type="checkbox"/> Respiratory protection: Approved respirator for organic vapours when vapour or mist may be generated. <p>Training Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All workers should be trained in the use of fogging equipment and the application of Zoono. All new workers must be supervised until they have been deemed competent in the application method. 	
Procedure	
<ol style="list-style-type: none"> 1. Sign into building and communicate with site contact if required. 2. Establish a safe work site, setup signs, refer to JSA and ensure area is free from any new hazards. 3. Setup fogging equipment and fill with Zoono product, run out extension leads (if being used). 4. Walk through work site to ensure it is clear of people, instruct any remaining people to leave building (or floor) for at least 1 hour. 5. Put on PPE, as listed above. 6. Turn on fogging machine and set output to a 20-micron mist (approximately). The mist should strong and visible, but should not leave a wet residue on surfaces. 7. Work through the building methodically, ensuring a slow and even coating of Zoono product to all surfaces. Think of the application as 'painting' the surfaces and work both side-to-side and top-to-bottom. 	

8. It can be helpful to follow the lines of ceiling tiles, effectively working on a grid system to ensure all areas are covered.
9. It is important to fog towards the ceiling areas, as the Zoono mist will naturally fall towards the surfaces below, however it is also important to fog under and around furniture and equipment, for example desks, filing cabinets and printers.
10. Pay particular attention to touch points (any surface, handle or object touched or operated using hands). These include door handles, elevator buttons, hand rails etc.
11. Pay particular attention to communal areas and high-risk areas, which include meeting rooms, kitchens and bathrooms.
12. Once fogging has been completed, decommission work site - pack away fogging equipment, extension leads (if using) and any signage.
13. If required, communicate with site contact to advise job completion.

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Zoono Touch Points & Fogging – Service Overview

The Zoono Touch Points & Fogging service is a more intensive service that involves cleaning and sanitising critical touch points within a building, followed by Zoono fogging.

What is a touch point?

A touch point is any surface, handle or object touched or operated using hands. Examples include:

- Door handles, hand rails and elevator buttons
- Meeting rooms and other communal meeting spaces
- Shared office equipment (printers, scanners etc.)
- Kitchen surfaces and equipment (fridge handles, microwave buttons etc.)
- Bathroom surfaces (toilet flush buttons, taps etc.)

Methods of cleaning / sanitising touch points

There are two methods we use for cleaning and sanitising touch points, both are effective and acceptable methods:

1. Sanitising wipes (alcohol or alcohol free)*
2. Microfibre cloth and cleaner / sanitiser in trigger bottle**

Using either method, generously wipe the entire touch point, ensuring enough product is allowed to dwell on the surface to enable effective sanitising. Allow to dry completely, in preparation for Zoono fogging.

**If using sanitising wipes, they should be disposed of regularly to ensure effective cleaning and sanitising of touch points.*

***If using micro fibre cloths, they should be changed regularly and colour coding should be observed as normal when moving between different areas of the facility to prevent any cross contamination (e.g. general areas, bathrooms and kitchens).*

Zoono fogging following touch point cleaning / sanitising

Once touch points have been cleaned and sanitised, the building is typically fogged with Zoono immediately afterwards to ensure the recently cleaned touch points are coated and protected with Zoono.

Service Frequency

Typically, services are delivered on a monthly basis to maintain the 30-day protection. Occasionally, customers may request or we may recommend additional services during the winter period or during particularly bad outbreaks of illness (for example the current influenza outbreak).

Zoono Touch Points & Fogging – SOP

Name of Standard Operating Procedure	Reference Number
Zoono Touch Points & Fogging	#Z3302
Reference Documents	
<ol style="list-style-type: none"> 1. Safety Data Sheet – Z-71 MICROBE SHIELD 2. Safety Data Sheet – (TBC, preferred sanitising wipe or cleaner / sanitiser) 3. Job Sheet (time allocated, staff allocated, estimated litres of Zoono) 4. Job Safety Analysis 	
Pre-Start (What must be carried out or in place before work starts)	
<p>Equipment & Product Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sanitising wipes and / or micro fibre cloths and cleaner / sanitiser product in trigger bottles <input type="checkbox"/> Small rubbish bags for disposing of wipes <input type="checkbox"/> Janitorial caddy for carrying wipes, cloths, trigger bottles, rubbish bags etc. <input type="checkbox"/> Zoono Z-71 <input type="checkbox"/> ULV Fogging Equipment <input type="checkbox"/> Extension Leads <input type="checkbox"/> Batteries (if required for backpack fogging equipment) <p>PPE Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Eye/face protection: Safety goggles should be worn. <input type="checkbox"/> Skin protection: Gloves should be worn when handling this product. <input type="checkbox"/> Respiratory protection: Approved respirator for organic vapours when vapour or mist may be generated. <p>Training Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All workers should be trained in the use of fogging equipment and the application of Zoono. All new workers must be supervised until they have been deemed competent in the application method. 	
Procedure	
<ol style="list-style-type: none"> 1. Sign into building and communicate with site contact if required. 2. Establish a safe work site, setup signs, refer to JSA and ensure area is free from any new hazards. 3. Setup janitorial caddies with consumables required for cleaning and sanitising touch points (sanitising wipes and / or micro fibre cloths and cleaner / sanitiser in trigger bottles. Small rubbish bags for disposing of wipes, if using). 4. Walk through building slowly and methodically, locate touch points and thoroughly clean and sanitise each one. If working in a team, consider splitting 	

- building or floors into areas, for example office areas, kitchens and bathrooms.
5. Once all touch points have been cleaned, sanitised and allowed to dry, setup fogging equipment and fill with Zoono product, run out extension leads (if being used).
 6. Walk through work site to ensure it is clear of people, instruct any remaining people to leave building (or floor) for at least 1 hour.
 7. Put on PPE, as listed above.
 8. Turn on fogging machine and set output to a 20-micron mist (approximately). The mist should strong and visible, but should not leave a wet residue on surfaces.
 9. Work through the building methodically, ensuring a slow and even coating of Zoono product to all surfaces. Think of the application as 'painting' the surfaces and work both side-to-side and top-to-bottom.
 10. It can be helpful to follow the lines of ceiling tiles, effectively working on a grid system to ensure all areas are covered.
 11. It is important to fog towards the ceiling areas, as the Zoono mist will naturally fall towards the surfaces below, however it is also important to fog under and around furniture and equipment, for example desks, filing cabinets and printers.
 12. Pay particular attention to touch points (any surface, handle or object touched or operated using hands). These include door handles, elevator buttons, hand rails etc.
 13. Pay particular attention to communal areas and high-risk areas, which include meeting rooms, kitchens and bathrooms.
 14. Once fogging has been completed, decommission work site - pack away janitorial caddies, fogging equipment, extension leads (if using) and any signage.
 15. If required, communicate with site contact to advise job completion.

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Zoono Workstation Treatment – Service Overview

Zoono Workstation Treatment involves the cleaning and sanitising of individual workstation settings in an office environment.

The service can be delivered as a standalone service, or in combination with the Zoono Fogging service, or the Zoono Touch Points & Fogging service.

Cleaning and sanitising a workstation setting

When cleaning and sanitising a workstation setting, the process is very similar to other “IT hygiene” services offered by a number of cleaning, hygiene or FM companies.

The areas we target include:

- Desk
- Desk partitions
- Keyboard
- Mouse (and mouse mat if applicable)
- Computer screen
- Telephone (and headset if applicable)
- Any other equipment on desk (laptop stands, printers etc)
- Chair

Methods of cleaning / sanitising touch points

There are two methods we use for cleaning and sanitising touch points, both are effective and acceptable methods:

1. Sanitising wipes (alcohol or alcohol free)*
2. Micro fibre cloth and cleaner / sanitiser in trigger bottle**

**If using sanitising wipes, they should be disposed of regularly to ensure effective cleaning and sanitising of touch points.*

***If using micro fibre cloths, they should be changed regularly and colour coding should be observed as normal when moving between different areas of the facility to prevent any cross contamination (e.g. general areas, bathrooms and kitchens).*

Zoono application following touch point cleaning / sanitising

Once the workstation areas have been cleaned and sanitised, we immediately apply Zoono to the same areas to coat and protect them with Zoono.

Service Frequency

Typically, services are delivered on a monthly basis to maintain the 30-day protection. Occasionally, customers may request or we may recommend additional services during the winter period or during particularly bad outbreaks of illness (for example the current influenza outbreak).

Zoono Workstation Treatment – SOP

Name of Standard Operating Procedure	Reference Number
Zoono Workstation Treatment	#Z3303
Reference Documents	
<ol style="list-style-type: none"> 1. Safety Data Sheet – Z-71 MICROBE SHILED 2. Safety Data Sheet – (TBC, preferred sanitising wipe or cleaner / sanitiser) 3. Job Sheet (time allocated, staff allocated, estimated litres of Zoono) 4. Job Safety Analysis 	
Pre-Start (What must be carried out or in place before work starts)	
<p>Equipment & Product Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sanitising wipes and / or micro fibre cloths and cleaner / sanitiser product in trigger bottles <input type="checkbox"/> Small soft brushes (paint brushes are suitable) <input type="checkbox"/> Small rubbish bags for disposing of wipes and debris <input type="checkbox"/> Janitorial caddy for carrying wipes, cloths, trigger bottles, rubbish bags etc. <input type="checkbox"/> Zoono Z-71 Microbe Shield. <p>PPE Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Eye/face protection: Safety goggles should be worn. <input type="checkbox"/> Skin protection: Gloves should be worn when handling this product. <input type="checkbox"/> Respiratory protection: Approved respirator for organic vapours when vapour or mist may be generated. <p>Training Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All workers should be trained in workstation cleaning and the application of Zoono. All new workers must be supervised until they have been deemed competent in the application method. 	
Procedure	
<ol style="list-style-type: none"> 1. Sign into building and communicate with site contact if required. 2. Establish a safe work site, setup signs, refer to JSA and ensure area is free from any new hazards. 3. Setup janitorial caddies with consumables required for cleaning and sanitising workstations (sanitising wipes and / or micro fibre cloths and cleaner / sanitiser in trigger bottles, small brushes, small rubbish bags for disposing of wipes, if using). 4. Walk through building slowly and methodically, cleaning and sanitising each individual workstation. If working in a team, consider splitting building or floors into areas, rooms, or banks of workstation in open plan offices. 5. The process of cleaning and sanitising each workstation should include: 	

- A) Wipe dust from computer monitor and any ledges or desk partitions surrounding workstation
 - B) Tip over keyboard, bang gentle on back of keyboard to remove debris (usually includes dust, food crumbs, hair, paper etc.) Use brush to gently dust and remove any stubborn debris.
 - C) Thoroughly clean computer screen, entire desk, keyboard, phone, headset, keyboard, mouse and mouse pad using sanitising wipe or micro fibre cloth and cleaner / sanitiser.
 - D) Gently mist the same areas with Zoono Z-71 and use micro fibre cloth to ensure full coverage.
 - E) Wipe dust from workstation chair, including back of chair, gently mist entire chair with Zoono, but not to the point it is wet.
6. Once all workstations have been treated, decommission work site - pack away janitorial caddies and any signage.
7. If required, communicate with site contact to advise job completion.

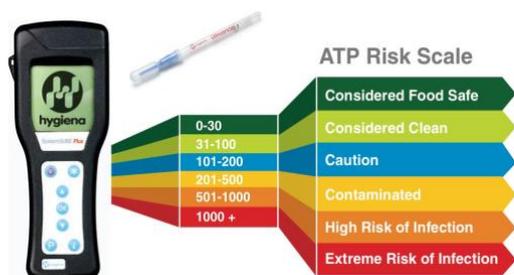
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Customer Auditing & Reporting

ZOONO undertakes regular adenosine triphosphate ('ATP') swab testing and independent laboratory testing to monitor hygiene levels in customer facilities.

This auditing and reporting process allows ZOONO to demonstrate the effectiveness of the Zoono technology and the services being delivered. Test results are compiled into monthly reports for customers.



Southern Cross - Winter 2015 Tracking



ATP Testing

Regular ATP testing allows hygiene levels to be monitored 'instantly' and assists with monitoring the work being completed by ZOONO.

Independent Laboratory Testing

ZOONO works with independent laboratories to test for specific pathogens or to monitor levels of known pathogens in facilities. The swab tests are taken by ZOONO staff and sent to a laboratory for analysis.

Baseline Testing

ZOONO undertakes baseline testing before commencing work on a new customer contract. The testing may include ATP testing and / or independent laboratory testing. Baseline numbers and averages are used for comparison in future reports.

Tracking Other Metrics

If the data is available, ZOONO can build additional tracking into the monthly reports, such as staff absenteeism data (month-on-month / year-on-year).

In the future, ZOONO plans to further develop this reporting capability enabling customers to generate their own custom reports. For example, these reports could include the ability to generate comparison reports by date range, by facility location or measured against benchmark data.

Alarm Systems

The process of fogging Zoono is similar to pest control fogging, and as such, has the potential to trigger fire alarm systems, particularly highly sensitive systems.

While this has only ever happened once in New Zealand, it can happen, and it can be a costly exercise for customers if the fire department chooses to impose call out charges, penalties or fines.

There are a number of measures that can prevent the activation of alarm systems, including:

1. Locking out alarm systems (temporarily deactivating the alarm system with the permission of the customer)
2. Keeping small rooms well ventilated during fogging (e.g. small enclosed toilet rooms)
3. Using caps or covers to block off alarm sensors during fogging

Prior to commencing Zoono fogging some customers may wish to notify their property manager, building owner or the fire department.

If this is the case, the following information can be included in a letter or email:

Dear _____,

XXXX will be undertaking a fogging service in the building using a safe non-toxic antimicrobial product called Zoono. Treatment areas will include reception areas, office areas, bathrooms, kitchens and meeting rooms.

The product is water based and is applied as a ULV (ultra low volume) mist, dispensed using industry standard fogging equipment, which creates a very light mist. The equipment used is very similar to equipment used by pest control operators and commonly used in commercial buildings. The product itself (Zoono) is non-flammable and holds various food safety approvals.

There is no reason for the treatment service to trigger any fire alarm system. Around the world, it is regularly applied in various facilities, including offices, hotels, cool rooms and food manufacturing environments that all have extremely sensitive fire alarm systems.

The attached Safety Data Sheet specifies that there are no special firefighting procedures or other hazardous considerations.

For further information, please do not hesitate to contact us.

Allergies & Chemical Sensitivity

Allergies or chemical sensitivity is a question that is occasionally raised by customers. It is important that these questions are taken seriously and answered correctly. The following information will satisfy most enquiries or concerns.

Firstly, it is important to understand that people can be allergic to virtually any substance, regardless of how safe or non-toxic it is.

The active ingredient in Zoono is Benzalkonium Chloride

In terms of product information, Zoono is a safe, non-hazardous, water-based product that has a toxicity rating (LD50 rating) similar to Vitamin C. It is colourless and odourless and it doesn't create any fumes. When applied via the fogging method, it is a very dry mist that rapidly evaporates and dries on surfaces. The active ingredient in Zoono bonds to surfaces and there are no remaining airborne particles - this process takes between 10 and 15 minutes (about the same time it takes water vapour to dry).

As well as killing bacteria and viruses, Zoono is anti-fungal and the fogging treatment actually helps to create a healthier indoor environment by killing mould spores that effect air quality in most commercial buildings (known to cause or irritate allergies).

Zoono products are distributed in 30+ countries globally and have been thoroughly tested in labs, by health departments and under food safety legislation around the world. Some of the approvals include UK BPR (EU Biocides Regulation), MPI (NZ Food Safety), TGA (Australian Therapeutic Goods Act), FDA (US Food & Drug Administration), EPA (US Environmental Protection Agency).

The product is safe around children, plants and animals, and around the world it is used in hundreds of childcare centres. In terms of direct allergy testing, the Zoono GermFree24 hand sanitiser (same active ingredient) was tested in Germany by Dermatest who found 0% reaction on 70 different skin types.

As a business, ZOONO takes health and safety very seriously and to date we have had no negative reactions by any of our staff applying the product, or any of our customers who we do treatment work for.

Key Contacts

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