



World Health Organization

Protecting Your Business and Customers

Influenza Epidemic and Pandemic Information

WHO (World Health Organization)

Phases for a Possible Pandemic

Inter-Pandemic Period

Phase 1 - No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low.

Phase 2 - No new influenza virus subtypes have been detected in humans. However, a circulated animal influenza virus subtype poses a substantial risk of human disease.

Pandemic Alert Period

Phase 3 - Human infection(s) with a new subtype, but no new human-to-human spread, or at most rare instances of spread to a close contact.

Phase 4 - Small cluster(s) with limited human-to-human transmission but spread is highly localised, suggesting that the virus is not well adapted to humans.

Phase 5 - Large cluster(s) but human-to-human spread still localised, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).

Pandemic Period

Phase 6 - Pandemic phase: increased and sustained transmission in the general population.

References and Useful Websites

- <http://www.who.int>
- <http://www.cdc.gov>
- <http://www.fao.org>
- <http://www.dh.gov.uk>
- <http://www.hpa.org.uk>

This document is intended as an introduction to epidemic and pandemic Influenza. More detailed information both on recommended practices and products available for decontamination of surfaces, objects, hands and the environment are available at www.cleanerandhealthier.com.

Our recommendations have been compiled from guidelines issued by major international disease control agencies. They should be viewed as complementary to requirements issued by local health authorities.

The recommended products and dosages accompanied with this document are to achieve safe, hygienic conditions. The products described are registered in various EU member states and effective against enveloped viruses causing the influenza.

For additional information regarding Diversey disinfection products to control Flu, contact your local Diversey representatives.

Due to the fluidity of such situations and changes in knowledge, Diversey may update this document as new or different information is established. The changes may cover general information on influenza and/or about the precautions that may be taken including the products and methods recommended.

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Proper Cleaning and Sanitation may save Lives and your Business



An outbreak may affect the health of your customers, employees and business.

What is Influenza?

Influenza, commonly referred to as the flu, is an infectious disease that can affect birds and mammals. It is often confused with other influenza-like illnesses, especially the common cold, but influenza is a more severe disease than the common cold and is caused by a different type of virus.

Signs and Symptoms in People

The most common symptoms of the disease are chills, fever, sore throat, muscle pains, severe headache, coughing, weakness/fatigue and general discomfort. Influenza may even cause nausea and vomiting, particularly in children,

In more serious cases, influenza causes pneumonia, which can be fatal, particularly for the young and the elderly.

It is also worth noting that Influenza may cause a worsening of underlying chronic medical conditions.

Sustainability and Business and Well Being

The professional world of tourism with hotels, transportation, food service and building service contractors has had some experience with the outbreaks of Swine Flu, Avian Flu or SARS and is aware of the consequences that these can bring. A precautionary forced reduction in mobility of people disturbs the rhythm of businesses. Service providers also take on the responsibility of their customers as well as their employees and, being prepared and taking preventative measures is a business necessity as well as an ethical one. Hotels, restaurants, airports, as well as schools, hospitals and utilities have to demonstrate that as much as possible all measures are in place to ensure safe and healthy meeting places.

Spread of the Flu amongst People

Infected people may be able to infect others 1 day before symptoms develop and up to 7 or more days after becoming sick. This means that you may be able to pass on the flu to someone else before you know you are sick, as well as whilst you are sick. Children, especially younger children, may be contagious for longer periods.

Flu viruses are spread mainly from person to person through the coughing or sneezing of infected people. Sometimes people may become infected by touching something with flu viruses on it and then touching their mouth or nose.



Good Hygiene Practices Reduce Infection Risk

Necessary Precautions – WHO Standard Recommendations

- Avoid close contact with people who appear unwell and who have fever or coughs.
- Wash your hands with soap and water frequently and thoroughly.
- Practice good health habits including getting adequate sleep, eating nutritious food, and keeping physically active.

Simple modifications to your cleaning processes may help you Prevail

Necessary Precautions – Other Sources

- Cough or sneeze into your arm (inside elbow) or into a tissue, (discard immediately in rubbish bin). Do not cover your mouth with your hands.
- See your doctor if you have a fever, cough, sore throat, body aches, headache, chills and fatigue, diarrhoea or vomiting.
- Clean and disinfect surfaces frequently with a registered disinfectant cleaner that has the Influenza A and/or Avian Flu claims.
- Viruses can survive on hard surfaces for two hours or longer so regularly clean and disinfect high touch surfaces such as cafeteria tables, desks, door knobs, light switches, desk tops, restroom fixtures,

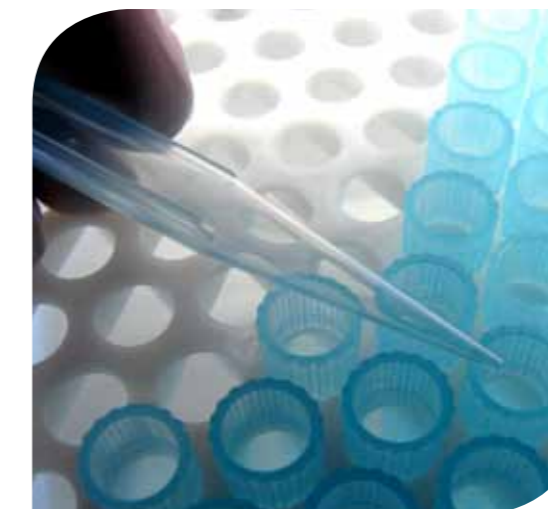
Cross Contamination – Surfaces to Watch

Droplets from a cough or sneeze of an infected person move through the air and settle on surfaces. Germs are then spread when a person touches these respiratory droplets and then their own eyes, mouth or nose before washing their hands.

Medicine for Treatment

Consult with your doctor on which treatment is best for you and your condition. Some antiviral drugs are available on prescription (pills, liquid or an inhaler). These medicines fight against the flu by keeping flu viruses from reproducing in your body.

If you get sick, antiviral drugs can make your illness milder and make you feel better faster. They may also prevent serious flu complications. For treatment, antiviral drugs work best if you start them soon after getting sick (within 2 days of symptoms). Any prescribed medicines must be taken as instructed and the course should be finished, even if you begin to feel better.



Diversey is ready to work with you to minimize the risks concerning the influenza

In Case of an Outbreak

In case a local outbreak occurs, and in particular when it is confirmed that there is a risk that the virus will spread from person to person, the World Health Organization (WHO), World Health Organization for Animal Health (OIE), Food and Agricultural Organization (FAO), European Food Safety Authority (EFSA), and local health authorities will issue further requirements and procedures to minimize the risk of human cross-infection in closed as well as public areas.