

AVENDRA'S COVID-19 RESOURCE GUIDE

Guidance to help manage your supply chain strategy through the COVID-19 pandemic

*If you are a current Avendra customer, please refer to the more comprehensive version of the Resource Guide that is delivered to you via email as it contains direct links to specific suppliers and ordering information.
If you are not receiving these emails, please contact our customer service team.*



Published October 5, 2020

Critical Category Overview/Updates



ITEMS IN RED DENOTE A CHANGE SINCE LAST UPDATE (8/21)

Mobile Handwashing Stations	<ul style="list-style-type: none">• Provide running water and soap using a self-contained handwashing system• Available in cold and hot/warm• Additional specifications and details:<ul style="list-style-type: none">• Forbes Mobile Handwashing Stations (US, Canada, Mexico, Central America, the Caribbean)• Crown Verity Mobile Sink Specifications (Canada, US, the Caribbean)• Contact Avendra's FF&E Services for a quote: Call 866-AVENDRA or email ffe@avendra.com• For more information, visit www.avendra.com/ffe-services
Hand Sanitizer	<ul style="list-style-type: none">• New items have been added to this category and are available through our suppliers, including gallon, large and travel size bottles• Price reductions on select sanitizers• Lead times range from a couple of days to several weeks• Expect the category to stay in high demand for the foreseeable future; inventory is changing rapidly so confirm estimated ship dates at time of order and check back often• Click to view Hand Sanitizer Use Guidance from Avendra
Hand Sanitizing Stations	<ul style="list-style-type: none">• Avendra has multiple sources for ordering stands, dispensers and cartridges with various lead times• Note: Most stands, dispensers, and cartridges are sold separately. Be sure to carefully review item descriptions prior to purchasing to ensure you will have all necessary items.

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Hand Sanitizing Wipes	<ul style="list-style-type: none">• New items are available through our suppliers• Avendra's Guidance for Sanitizing Wipes• Individually wrapped wipes are available through various suppliers
Hand Sanitizing Wipe Dispensers	<ul style="list-style-type: none">• Lead times are 3-4 weeks
Sanitizing Sprays	<ul style="list-style-type: none">• Sprays are available through our suppliers• Lead times range from 1-7 days• Avendra Guidance: Safe and Effective Use of Cleaning Chemicals
Disinfectant Spray Devices	<ul style="list-style-type: none">• Products available through our suppliers
Disposable Gloves	<ul style="list-style-type: none">• Global glove market has seen historical increases in demand resulting in tightening of supply in the marketplace. Pricing is expected to increase through remainder of 2020 and next year as a trickle-down effect of the tightening supply occurring in 2020.• To help mitigate associated cost increases, we recommend customers:<ul style="list-style-type: none">– Refer to the Avendra Disposable Glove Buying Guide to ensure you are purchasing and using gloves that fulfill the lowest recommended specifications– Consider implementing an inventory control program to help regulate and reduce usage
Electrostatic Disinfection	<ul style="list-style-type: none">• New item is now available through our supplier in the US• Other products are available from our suppliers• Avendra is not recommending any equipment to our customers. Customers will need to conduct their own due diligence on these products as it relates to effectiveness and employee safety.

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Face Masks - Cloth	<ul style="list-style-type: none">• Avendra has multiple sources for cloth masks available in all geographies• Cloth masks should only be used in conjunction with proper social distancing. Please see the CDC's guidance on the use of cloth face coverings and Avendra's Face Mask 101 guide for details
Face Masks - Surgical	<ul style="list-style-type: none">• New items have been added to this category and are available through our suppliers; Avendra has multiple sources for 3-ply surgical disposable masks• Lead times range from 6 days to 5 weeks
Face Shields	<ul style="list-style-type: none">• New items have been added to this category and are available through our suppliers• Lead times range from 2 days to 2 weeks• Supply is beginning to stabilize
Goggles	<ul style="list-style-type: none">• New items have been added to this category and are available through our supplier
Disposable Coveralls	<ul style="list-style-type: none">• A new item has been added to this category and are available through our supplier with a 2-5 day lead time• Available through various suppliers
Sneeze Guards / Barriers	<ul style="list-style-type: none">• Available through various suppliers
Isolation Gowns and Booties	<ul style="list-style-type: none">• Available through various suppliers
Hands Free Door Pulls	<ul style="list-style-type: none">• Available through various suppliers

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<h2>Elevators and Escalators</h2>	<ul style="list-style-type: none"> • New motion-activated elevator fixtures and elevator cabin air cleaner available from our supplier • Recommendations to reduce crowding and more information: <ul style="list-style-type: none"> – OTIS — Summary of product and service information and additional resources – KONE — Summary of product and service information and additional resources – THYSSENKRUPP — Guidance on using elevators safely during COVID-19 – Schindler — Summary of product and service information and additional resources
<h2>UV Sterilization</h2>	<ul style="list-style-type: none"> • Available through various suppliers
<h2>Anti-Microbial Cleaning Solutions</h2>	<ul style="list-style-type: none"> • Class 10 cleaning-certified, color-coded, microfiber cleaning cloths are available • Different colored cloths for different areas of your operation can be an effective way to maintain a safe environment for your guests • Cloths have built-in antimicrobial protection that capture on surfaces • ABC's of Housekeeping – Instructions
<h2>Thermal Scanners</h2>	<ul style="list-style-type: none"> • Available through various suppliers
<h2>Social Distancing Signage</h2>	<ul style="list-style-type: none"> • Available through various suppliers
<h2>Non-Contact Infrared Thermometers (NCITs)</h2>	<ul style="list-style-type: none"> • New items have been added to this category and are available through our suppliers • Items in-stock and ready to ship from a variety of distributors • Variable supply expected over the next several months • Safety and Educational Information: <ul style="list-style-type: none"> • Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19 (CDC) • CDC Temperature Check FAQs • Forehead and oral temperature variances and other basic information on NCITs (FDA)

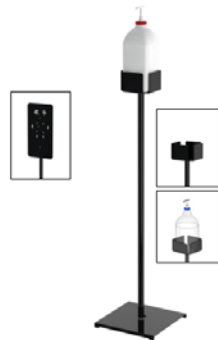
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PPE Kit – Wipes, Masks, Sanitizer, Gloves for Guests	<ul style="list-style-type: none">• New items have been added to this category and are available through our suppliers• Stock PPE kits available from various suppliers with differing lead times• Due to the uncertainty of the supply chain for certain PPE items, we recommend placing orders and/or pre-orders as soon as possible for products that fit your specific needs
Mattress Protectors	<ul style="list-style-type: none">• Mattress protectors are available now through our supplier• Protect-A-Bed's Miracle Membrane® used on their AllerZip Smooth and BugLock Plus product lines have passed the CDC standard for Viral Penetration (ASTM F1671)• This testing certifies that the Miracle Membrane in these products provides the highest level of barrier protection (level 4)• We are researching sources for pillow protectors
Remote Control Covers	<ul style="list-style-type: none">• Remote controls are a high-touch item within the guest room that could benefit from additional sanitation as hotels reopen their doors to guests• Protective sleeves are currently available through our suppliers
Disposable Cups	<ul style="list-style-type: none">• Options available for hot and cold cups, as well as disposable ice buckets• Most distributors including MFDs have these items in stock and available• Click to view Sustainability Guidance – Top Things to Consider When Purchasing Disposables
To Go Cutlery	<ul style="list-style-type: none">• Available through various suppliers
Air Purifiers	<ul style="list-style-type: none">• Variety of items available in all Avendra-serviced geographies; the EPA recommends following ASHRAE guidance regarding air filtration
HVAC Filters	<ul style="list-style-type: none">• Filters available through our suppliers• Stock continues to be strained. Material for production of the medium used in MERV-13 filters has become more difficult to source. This may cause some delays in shipping.

COVID-19 Related Products Available through Avendra's FF&E Services

- Mobile Sinks
- Hand Sanitizer Stands
- Outdoor Seating and Dining
- Outdoor Patio Heaters
- PPE Storage and Accessories
- Outdoor Refrigeration
- Outdoor Shade
- Portable Shields
- 2-Cart Housekeeping Solutions



Avendra's FF&E Services is currently extending payment terms from net 30 to net 45 and some of our supplier partners are offering savings opportunities.

[Visit our website to learn more.](#)

Supplier Guidance

On 7/8 Avendra emailed all contracted point of commerce suppliers and service providers in the US and Canada new guidance on **Reporting Potential COVID-19 Exposure** to customers.

The process was compiled by our Quality Assurance team and requires that suppliers:

- Have a plan for notifying customers of potential COVID-19 exposure if an employee who visited a customer location tests positive
- Notify key personnel at the property within six hours of learning an employee tested positive
- Notify Avendra so that the Strategic Sourcing team is aware and Account Managers can communicate to Clients



We recommend customers have a plan in place in the event an operator is exposed to someone who tested positive for COVID-19. Please refer to your local health department for guidelines regarding public health exposures. The US CDC guidelines are [here](#) for reference.



Additional Questions? Contact Us:
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866-283-6372

Visit Avendra's Covid-19
Resource Page:
avendra.com/covid-19-supply-chain-information

