

# The Diversey Shield Professional Guidelines

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## 1. INTRODUCTION

The Diversey Shield Program is developed and audited by Diversey. The services provided are an all-encompassing verification of the safety of your operations.

The Clean and Ready Shield will be awarded upon successful completion of a verification audit. Once enrolled as a member of the Shield program businesses will undergo periodic audits to verify that they are continuing to maintain the highest safety standards.

The Shield may be prominently displayed for guest viewing on for example the entrance door, hotel room door, restaurant table or online on a corporate website or social media platform. The Diversey Shield Program is property of the Diversey INC.

This guidance document describes the terms and conditions of the Shield which is awarded by Diversey.

## 2. CRITERIA FOR THE CLEAN AND READY SHIELD

The Clean And Ready Shield – Verified by Diversey can only be awarded to a participant that meets the following prerequisites:

- A Clean And Ready audit or re-audit is completed with a good result (90%) and completion of the corrective action plan of deviations that were observed during the verification audit
- Minimum 2 audits will be conducted per year, with the exception of seasonal hotels, which may only be open for a maximum of 6 months per year, where 1 audit per year at the beginning of the season is sufficient
- All areas and departments (food and non-food) need to be evaluated during the Clean And Ready operations support audit
- Complete Diversey COVID-19 solutions in place (re-opening range with hospital grade products)
- Complete Diversey Non-COVID-19 range in place (detergents, general-purpose cleaners, etc.)
- Enhanced cleaning & disinfection protocols in place (frequency, contact time, dilution rate, high touch points)
- Staff being trained on enhanced cleaning, disinfection and personal hygiene
- Sufficient support materials in place to support enhanced cleaning & disinfection (wall charts, instruction cards, method cards, etc.)
- The Clean And Ready operations support audit must be conducted by a qualified Diversey representative or 3rd party who is trained
- Shield award will be issued to the establishment upon successful verification of completed requirements
- Shield award is valid for one year, if audit and re-audit is completed with a good result

Diversey has the authority to cancel the Clean And Ready Shield authorization and use or communication in any form, if major non-conformities with regards to the official Clean And Ready guidelines are detected without any corrective actions are taken by the participant.

### 2.1 Competences of auditors

Only persons who have followed the Diversey Clean And Ready Shield training or the Diversey Clean And Ready Shield train the trainer training are authorized to audit and award the Clean And Ready Shield.

## 3. AFFILIATION PROCEDURE

A company applies by completing and signing an 'Affiliation Form' (see Annexe 1). Any application has to be sent to Diversey by e-mail, post or fax. On receipt of a valid application, Diversey forwards the Affiliation Form to the appropriate Diversey account manager.

On this occasion, Diversey will perform an initial audit at the prospective participant's premises. The initial audit is performed no later than one month after submission of a valid application.

If the Diversey account manager audit reports favourably on the initial audit, Diversey may proceed to written approval (= certification/awarding the appropriate shield) of the application.

The certificate is valid for a period of 1 year and becomes effective at the moment of the positive certification decision, which has to be taken no later than three months after the audit date.

## **4. ASSESSMENT METHOD**

### **4.1 General**

In the context of the Shield audit, every participant undertakes to allow free access to and full cooperation with the DIVERSEY representative, regardless of the time of the inspection visit. Supervision of compliance consists of administrative and physical (visual) check-ups. Three types of inspection are distinguished:

1. Initial or affiliation audit
2. Extension or periodic audit
3. Corrective-measures audit

### **4.2 Costs for the participant's account**

There are no affiliation nor audit costs for the participant.

## **5. REFUSAL, DISQUALIFICATION AND TERMINATION**

### **5.1 Refusal of a prospective participant**

As long as DIVERSEY INC does not have a valid affiliation form and the required documents (see point 2), the application is considered non-existent up to the moment when the conditions are completely met. If there is no regularisation within three months, the affiliation application is cancelled. A prospective participant who categorically refuses an audit by DIVERSEY INC will also be refused for the Shield Program System. However, the participant will get the opportunity to reapply for a new affiliation procedure. In case of refusal of a prospective participant, the DIVERSEY INC will notify the participant by registered letter.

### **5.2 Disqualification**

An approved participant in the Shield Program may be disqualified because of not fulfilling the prerequisites of the audit. In case of disqualification of an approved participant, the Shield of the participant is annulled immediately and the company is no longer allowed to communicate any Shield Program, like its visuals online and offline. A Shield Program-approved participant who categorically refuses an audit by DIVERSEY INC will also be disqualified. An approved participant may be disqualified if inadequate corrective measures are taken within the set period of time. The DIVERSEY INC notifies the participant concerned by registered letter of the disqualification of an approved participant. Afterwards the participant may reapply for certification in accordance with the Shield Program.

### **5.3 Termination of approval by a participant**

The participant has to notify DIVERSEY INC of termination of his/her Shield Program approval in writing (e-mail, fax, post). A participant who cancels his/her Shield Program approval will be removed from the Shield Program System on the day of receipt of the written termination notice. Termination has to occur no later than three months before expiry of the current certificate. DIVERSEY INC informs the participant of the cancellation by registered letter.

## **6. COMPLAINTS**

Every Shield Program-approved participant must record complaints as well as complaints sent on a complaint form in the context of the complaints record. The DIVERSEY INC has to be able to review this complaints record during an initial or extension audit. Complaints concerning inspection or certification can be noted here too. Every (prospective) participant has the right to file a complaint against a decision by the DIVERSEY INC. This complaint has to be submitted with justification in writing to the DIVERSEY INC. The country Shield champion is competent for treating the complaint. After thorough evaluation, the DIVERSEY INC will inform the participant in question of the substantiated decision by letter.

## **7. DATA EXCHANGE**

In the context of the execution of the Shield audits, every participant grants DIVERSEY INC or its mandatories access to all sites, documents and relevant information. DIVERSEY INC ensures that the result of an inspection and the certification decision are consistently fed back to the participant concerned. Every participant in the Shield Program grants DIVERSEY INC the unconditional and irrevocable right to submit infringements of parameters included in the Shield Program as found by the Diversey auditors or their mandatory. DIVERSEY INC will have these indirectly received findings sanctioned by the DIVERSEY INC in conformity with the present regulations. DIVERSEY INC will share relevant information (such as customer contact details) with third parties or individuals that conduct the audits.

## **8. USE OF SHIELD LOGO & COMMUNICATION**

Copyright in any reports, Shield logo, presentations and other material provided to the participant by Diversey or otherwise generated in connection with the provision of Services (whether in physical or electronic form) remains vested by Diversey.

An awarded Diversey Shield participant of the Clean and Ready Program shall be entitled to use any reports or written material received from Diversey at the individual location receiving the Services for internal purposes only. An awarded Diversey Shield participant of the Clean and Ready Program shall be entitled to use the Shield logo received from Diversey at the individual location receiving the Services for external purposes.

Additional copies may be requested for an additional charge. The participant shall not be entitled to copy the Shield logo and or material in whole or in part. Only after written approval from Diversey the participant's group is allowed to use the Shield logo on any digital forum (website, social media etc.) or in any printed format. The participants grants the right to Diversey to publish the list of approved Shield participants on their website or any other external communication means.

### 8.1. Reporting duty

Every participant is obliged to immediately inform Diversey if he/she is notified of any severe incident of crisis situation whatsoever which may affect food safety and/or public health. For example (non-exhaustive list): The withdrawal of the official authorization to produce, manufacture or handle food. In the context of the law on mandatory reporting, every participant in the Clean and Ready Shield also grants Diversey and/or inspection organisations approved by Diversey the unconditional and irrevocable right to notify the competent authorities and organisations, of any major infringements found (obtained by means of inspections) which may harm public health.

## 9. LIABILITY

Diversey shall not under any circumstances whatever be liable to any participant for any loss or damage, whether in contract, tort (including but not limited to negligence), breach of statutory duty, or otherwise, that arises under or in connection with the use of the Shield, by the participant. The Shield communication materials do not replace each user's responsibility to assess the operational, legal and other requirements applicable to each facility. All Shield logos and trademarks are owned by or licensed to Diversey, Inc.

<b>AFFILIATION FORM</b>	
(it is <b>mandatory</b> to fill in all requested details)	
Company name:	.....
Name of person in charge:	.....
Address:	.....
Postal code + location:	.....
Tel.:	.....
E-mail <sup>1</sup> :	.....
Shield Program I'm applying for:	
<input type="checkbox"/> The Clean and Ready Shield	
<sup>1</sup> All communication from Diversey Inc will be sent to the above-mentioned e-mail address.	

Hereby the undersigned confirms to have taken note of the Shield Program Regulations and declares to agree to them. In addition, the participant agrees to any changes in the Shield Program Regulations in accordance with the decision of Diversey Inc.

The details obtained will be treated in strict confidentiality. The participant also declares to agree to submission of the saved information to appointed third parties.

For agreement,

Name of participant: .....

Signature & date: .....