



DEPARTMENT OF THE ARMY  
U.S. ARMY INSTALLATION MANAGEMENT COMMAND-PACIFIC  
HEADQUARTERS, UNITED STATES ARMY GARRISON, HAWAII  
745 WRIGHT AVENUE, BUILDING 107, WHEELER ARMY AIRFIELD  
SCHOFIELD BARRACKS, HAWAII 96857-5000

IMHW-ZA

16 March 2020

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: US Army Garrison (USAG) Hawaii Temporary Policy Letter #01 - Customer Service and Sales Point Sanitization to Prevent the Spread of COVID-19

1. Applicability. This policy applies to all Garrison organizations and activities who provide face-to-face customer services through assistance, processing, training, or point sales including but not limited to Soldiers and their Family Members, Army Civilians (Appropriated and Non-appropriated), Contractors, Vendors, and visiting outside service providers and agencies. This policy remains in effect until rescinded.

2. References:

- a. AR 385-10, Army Safety Program, 24 February 2017, Community Safety.
- b. Occupational Safety and Health Administration (OSHA), General Duty Clause
- c. U.S. Centers for Disease Control (CDC) Infectious Disease Prevention

3. As experts continue to learn daily about this virus, we are told in high confidence that the contagious period of COVID-19 often begins approximately 24 hours prior to symptoms at a very low transmissible level. Though the CDC's process in testing and contact history trace is rapid, rarely will we know that someone is a carrier of the virus prior to displaying symptoms. It could take around 4 days before we know a COVID-19 positive patient has entered one of our facilities. To combat this window of risk and prevent the spread of COVID-19 through customer and surface contact transmission the following measures shall be implemented immediately. (See Enclosure 1)

4. In addition to routine sanitization protective measures, all public customer service and sales points will implement a thorough facility sanitization at the end of each work day.

a. All associates, customer service representatives, employees and Soldiers will sanitize (wipe down) all touch points in the workplace. Includes but not limited to:

- Cash registers, counter surfaces and all sides
- Merchandise areas such as baskets, carts, belts and other areas where customers regularly place personal items or products on

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- All doors, handles, phones, keyboards, dispensers, faucets, light switches buttons, toilet handles and seats, etc. for both customer and employee use
- Floors will be mopped using an antimicrobial floor cleaner or a minimum of 5% concentration of bleach. The bleach to water ratio is a half cup of bleach to one gallon of water. Note: This is an additional sanitization measure if contract floor cleaning services is not provided daily. Protective eyewear must be worn when mixing bleach.

b. Food service locations will NOT change the products or ratios of disinfectants used and approved by preventive medicine or veterinary services for food operations, but will increase frequency and expand the areas covered.

5. All merchandise and customer interaction points which encourage touch will be temporarily restricted including but not limited to:

- Customer use of keyboards and electronic touch screens. Exception: Keypads used in payment processing will be sanitize after each customer use
- Electronic testing of merchandise such as home entertainment systems, headphones, gaming systems and other customer interaction electronics.
- Vendors and visiting outside service providers and agencies shall include signage discouraging customer touching merchandise
- All cosmetic testing samples shall be removed and temporarily prohibited from use by customers including all forms of make-up, lipsticks, and perfumes

6. Our success to eliminate the virus is dependent upon the active preventive participation of every member of our community. Leaders, managers and supervisors will review their facilities and operations to ensure full compliance with this policy, and may integrate additional measure to improve on these requirements.

7. For assistance in identifying specific locations within your area of operations, contact your organization's Safety or Health officers or the USAG Hawaii Occupational Safety and Health Office at (808) 656-1173 or 1166, or email: [usarmy.wheeler.id-pacific.list.usag-hi-safety-office@mail.mil](mailto:usarmy.wheeler.id-pacific.list.usag-hi-safety-office@mail.mil).



Thomas J. Barrett  
COL, AV  
Commanding

Encl: 3

Distribution: A, B, C, D

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Enclosure 1 – Facilities / Workplace Sanitizing & Hygiene Standards

## ANTIMICROBIAL PRODUCTS

Do to the variety of antimicrobial products sold, please refer to Enclosure 2, EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19, Date: March 3, 2020. ***Always follow the manufacturer's recommended cleaning procedures since strengths and application methods differ from each product.***

## MAIN BUILDINGS

Includes areas for public gathering: (Food courts, conference rooms, meeting halls, etc.)

- Wall mounted / stationary alcohol based hand sanitizer stations will be located at:
  - Main entrance of building
  - Lunch/break areas
  - Conference room or large gathering areas
- Increased routine cleaning of high touch surfaces: recommend a minimum of three times a day (beginning of the duty day, lunch period, and at the end of the day). Consider cleaning before (anticipated) and after high volumes of traffic:
  - All exterior door handles
  - All hand rails
  - Bathrooms (door handles, stall handles, faucets, flush levers and buttons, counters, floors)
  - Common use furniture (tables, chairs, etc.)
  - Vending machines
  - External key pads
  - Children play areas
    - Remove toys, books, etc. that cannot be easily cleaned
  - Diaper changing tables in bathrooms
- Minimize print materials that are common use (magazines or newspapers in waiting areas)
- Increased routine housekeeping (contract) cleaning of floors when available
  - Otherwise sanitize floors at the end of each work day or more often if required
- Post infographics about hygiene at key locations (bathrooms, entrances, exits, common areas, etc.)

### **COMMON OFFICE SPACES**

Recommended cleaning three times a day (before work call, before lunch, at the end of the day)

- Interior door handles
- Common use phones
- Printers
- Shredder machines
- Cabinets
- Drawers
- Chairs
- Microwaves
- Refrigerator handles
- Coffee machines
- Hot water pots
- Minimize the availability of common use pens, clipboards, and sign in sheets to the public
- Minimize print materials that are common use (magazines or newspapers in waiting areas)
- Clean appliances in accordance with manufactures instruction for use (fans, humidifiers, dehumidifiers, diffusers, etc.)
- Post infographics about hygiene at key locations (bathrooms, entrances, exits, common areas, etc.)
- External key pads

### **PERSONAL OFFICE SPACES**

Daily office cleaning will include:

- Interior door handles
- Computer peripherals (Keyboards, Mouse, CAC card reader, etc.)
- Phone keypad
- Phone receiver
- Desk tops
- Counter tops
- Chair arms (to include office and waiting area chairs)
- Any items visitors may touch
- Light switches

## PERSONAL HYGIENE


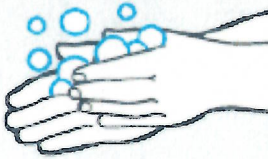



- Wash hands with soap and water for at least 20 seconds when available or use 60% alcohol based hand sanitizer when soap and water is not available
  - After blowing one's nose, coughing, or sneezing
  - After using the restroom
  - Before eating or preparing food
  - After touching common use stabilization apparatus (handrails, public transportation rings or poles, etc.)
- Avoid crowds or large events
- Practice social distancing
- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Stay home and contact your supervisor when you are sick. Call your Primary Care Provider/Manager or the Nurse Advice Hotline at 1-800-874-2273 before going to a medical treatment facility to receive further guidance
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and sanitize frequently touched objects and surfaces using approved antimicrobial products to spray or wipe surfaces. (Examples include: car door handle, steering wheel, cell phone, ID badge, CAC card, credit cards, etc.)
- Follow CDC's recommendations for using a facemask
- CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19
- Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others
  - Facemasks should be used in accordance with CDC & OSHA standards for use in specific profession (Healthcare, Force protection, Emergency Response, etc.)
- Have employees review Coronavirus Disease 2019 (COVID-19) chart and post a copy in common areas. (See Enclosure 2)



Enclosure 2 – Coronavirus Disease 2019 (COVID-19)

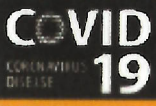
**Coronavirus Disease 2019 (COVID-19):  
Protect Yourself and Your Family**

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- Avoid close contact with people who are sick  

- Wash your hands often for at least 20 seconds with soap and water  

- Ensure all immunizations are up to date, including your seasonal flu shot
- Stay home if you are sick and avoid close contact with Family members and pets
- Avoid touching your eyes, nose, and mouth  

- Cover your cough/sneeze with a tissue, then throw it in the trash; cough/sneeze into your elbow if tissues are unavailable  

- Use hand sanitizer when soap and water are unavailable
- Create an emergency preparedness kit  




**Prevent COVID-19:  
Take everyday actions to prevent the spread of germs**

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COVID 19  
CORONAVIRUS DISEASE

For more COVID-19 information:  
<https://pnc.army.mil/topics/diseases/Pages/2019-nCoV19.aspx>  
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>  
Emergency Kit Checklist for Families:  
<https://www.cdc.gov/emergencykit/checklists/kids-and-families.html>  
The Military Health System Nurse Advice Line is available 24/7 by phone, web chat, and video chat.  
Visit <https://www.health.mil/AmA/Media/Media-Center/NAL-Get-a-gance> for more information.



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*Approved for public release; distribution unlimited.*

VERSION 1.0

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### Enclosure 3 - EPA Registered Antimicrobial Products

Please view the link to learn more about each listed product.

[https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list\\_03-03-2020.pdf](https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf)



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
WASHINGTON, D.C. 20460  
OFFICE OF CHEMICAL SAFETY AND POLLUTION PREVENTION

**List N: EPA's Registered Antimicrobial Products for Use Against  
Novel Coronavirus SARS-CoV-2, the Cause of COVID-19**

**Date: 03/03/2020**

An individual pesticide product may be marketed and sold under a variety of names. If you are seeking additional information about a pesticide product, refer to the EPA Registration Number (EPA Reg. No.), found on the product label, not the brand name. When purchasing a product for use against a specific pathogen, check the EPA Reg. No. versus the products included on this list.

All EPA-registered pesticides must have an EPA Registration Number. Alternative brand names have the same EPA Reg. No. as the primary product. The EPA Reg. No. of a primary product consists of two set of numbers separated by a hyphen, for example EPA Reg. No. 12345-12. The first set of numbers refers to the company identification number, and the second set of numbers following the hyphen represents the product number.

In addition to primary products, distributors may also sell products with identical formulations and identical efficacy as the primary products. Although distributor products frequently use different brand names, you can identify them by their three-part EPA Reg. No. The first two parts of the EPA Reg. No. match the primary product, plus a third set of numbers that represents the Distributor ID number. For example, EPA Reg. No. 12345-12-2567 is a distributor product with an identical formulation and efficacy to the primary product with the EPA Reg. No. 12345-12.

Information about listed products is current as indicated by the dates on this list. If you would like to review the product label information for any of these products, please visit our [product label system](#). Inclusion on this list does not constitute an endorsement by EPA.

RTU- Ready-to-Use



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| Registration Number       | Product Name                                    | Company                              | Formulation Type |
|---------------------------|---|--------------------------------------|------------------|
| <a href="#">1677-129</a>  | COSA OXONIA ACTIVE                              | Ecolab Inc                           | DILUTABLE        |
| <a href="#">1677-226</a>  | VIRASEPT  | Ecolab Inc                           | RTU              |
| <a href="#">1677-235</a>  | BLEACH DISINFECTANT CLEANER                     | Ecolab Inc                           | RTU              |
| <a href="#">1677-237</a>  | OXYCIDE DAILY DISINFECTANT CLEANER              | Ecolab Inc                           | DILUTABLE        |
| <a href="#">1677-238</a>  | PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT | Ecolab Inc/Kay Chemical Co.          | DILUTABLE        |
| <a href="#">1677-249</a>  | KLERCIDE 70/30 IPA                              | Ecolab Inc                           | RTU              |
| <a href="#">1677-251</a>  | PEROXIDE DISINFECTANT AND GLASS CLEANER RTU     | Ecolab Inc/Kay Chemical Co.          | RTU              |
| <a href="#">1839-220</a>  | SC-RTU DISINFECTANT CLEANER                     | Stepan Company                       | RTU              |
| <a href="#">1839-248</a>  | Stepan Spray Disinfectant Concentrate           | Stepan Company                       | DILUTABLE        |
| <a href="#">1839-83</a>   | DETERGENT DISINFECTANT PUMP SPRAY               | Stepan Company                       | RTU              |
| <a href="#">4091-21</a>   | CONDOR 2  | W.M. BARR & COMPANY, INC             | RTU              |
| <a href="#">4091-22</a>   | RAPTOR 5  | W.M. BARR & COMPANY, INC             | RTU              |
| <a href="#">42182-9</a>   | FIREBIRD F130                                   | MICROBAN PRODUCTS COMPANY            | RTU              |
| <a href="#">47371-129</a> | FORMATION HWS-256                               | H&S CHEMICALS DIVISION OF LONZA, LLC | DILUTABLE        |



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| Registration Number              | Product Name   | Company                                    | Formulation Type |
|----------------------------------|--|--|------------------|
| <a href="#"><u>47371-130</u></a> | FORMULATION<br>HWS-128   | H&S CHEMICALS<br>DIVISION OF<br>LONZA, LLC | DILUTABLE        |
| <a href="#"><u>47371-131</u></a> | HWS-64   | H&S CHEMICALS<br>DIVISION OF<br>LONZA, LLC | DILUTABLE        |
| <a href="#"><u>47371-192</u></a> | FORMULATION<br>HWS-32  | H&S CHEMICALS<br>DIVISION OF<br>LONZA, LLC | DILUTABLE        |
| <a href="#"><u>56392-7</u></a>   | Clorox Healthcare®<br>Bleach Germicidal<br>Cleaner Spray                         | Clorox Professional<br>Products Company    | RTU              |
| <a href="#"><u>5813-105</u></a>  | Clorox Multi Surface<br>Cleaner + Bleach   | The Clorox Company                         | RTU              |
| <a href="#"><u>5813-110</u></a>  | Clorox Pet Solutions<br>Advanced Formula<br>Disinfecting Stain &<br>Odor Remover | The Clorox Company                         | RTU              |
| <a href="#"><u>5813-111</u></a>  | Clorox Disinfecting<br>Bleach2   | The Clorox Company                         | DILUTABLE        |
| <a href="#"><u>5813-114</u></a>  | Clorox Performance<br>Bleach1  | The Clorox Company                         | DILUTABLE        |
| <a href="#"><u>5813-115</u></a>  | Clorox Germicidal<br>Bleach3   | The Clorox Company                         | RTU              |
| <a href="#"><u>5813-21</u></a>   | Clorox Clean Up<br>Cleaner + Bleach  | The Clorox Company                         | RTU              |
| <a href="#"><u>5813-40</u></a>   | Clorox Disinfecting<br>Bathroom Cleaner  | The Clorox Company                         | RTU              |
| <a href="#"><u>5813-79</u></a>   | Clorox Disinfecting<br>Wipes   | The Clorox Company                         | WIPE             |
| <a href="#"><u>5813-89</u></a>   | Clorox Toilet Bowl<br>Cleaner with Bleach  | The Clorox Company                         | RTU              |
| <a href="#"><u>63761-10</u></a>  | STERILEX ULTRA<br>STEP   | STERILEX                                   | DILUTABLE        |
| <a href="#"><u>63761-8</u></a>   | STERILEX ULTRA<br>DISINFECTANT<br>CLEANER<br>SOLUTION 1                          | STERILEX                                   | DILUTABLE        |
| <a href="#"><u>675-54</u></a>    | LYSOL BRAND<br>HEAVY DUTY  | RECKITT<br>BENCKISER                       | DILUTABLE        |

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| Registration Number      | Product Name  | Company                                 | Formulation Type |
|--------------------------|---|---|------------------|
|                          | CLEANER<br>DISINFECTANT<br>CONCENTRATE  |   |                  |
| <a href="#">67619-12</a> | Clorox Healthcare®<br>Bleach Germicidal<br>Wipes  | Clorox Professional<br>Products Company | WIPE             |
| <a href="#">67619-16</a> | Clorox Commercial<br>Solutions® Toilet<br>Bowl Cleaner with<br>Bleach1                      | Clorox Professional<br>Products Company | RTU              |
| <a href="#">67619-17</a> | Clorox Commercial<br>Solutions® Clorox®<br>Clean-Up<br>Disinfectant Cleaner<br>with Bleach1 | Clorox Professional<br>Products Company | RTU              |
| <a href="#">67619-21</a> | Clorox Commercial<br>Solutions® Clorox®<br>Disinfecting Spray                               | Clorox Professional<br>Products Company | RTU              |
| <a href="#">67619-24</a> | Clorox Commercial<br>Solutions® Hydrogen<br>Peroxide Cleaner<br>Disinfectant                | Clorox Professional<br>Products Company | RTU              |
| <a href="#">67619-25</a> | Clorox Commercial<br>Solutions® Hydrogen<br>Peroxide Cleaner<br>Disinfectant Wipes          | Clorox Professional<br>Products Company | WIPE             |
| <a href="#">67619-29</a> | Saginaw   | Clorox Professional<br>Products Company | RTU              |
| <a href="#">67619-30</a> | GNR   | Clorox Professional<br>Products Company | RTU              |
| <a href="#">67619-31</a> | Clorox Commercial<br>Solutions® Clorox®<br>Disinfecting Wipes                               | Clorox Professional<br>Products Company | WIPE             |
| <a href="#">67619-32</a> | CloroxPro™<br>Clorox® Germicidal<br>Bleach  | Clorox Professional<br>Products Company | DILUTABLE        |
| <a href="#">67619-33</a> | Clorox Commercial<br>Solutions® Clorox®<br>Disinfecting Biostain<br>& Odor Remover          | Clorox Professional<br>Products Company | RTU              |



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|--------------------------|---|--------------------------------------|------------------|
| <a href="#">67619-37</a> | Clorox Healthcare® VersaSure® Wipes               | Clorox Professional Products Company | WIPE             |
| <a href="#">67619-38</a> | CloroxPro™ Clorox Total 360® Disinfecting Cleaner | Clorox Professional Products Company | RTU              |
| <a href="#">6836-140</a> | LONZA FORMULATION S-21F                           | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-152</a> | LONZA FORMULATION DC-103                          | LONZA, LLC                           | RTU              |
| <a href="#">6836-266</a> | BARDAC 205M-10                                    | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-278</a> | BARDAC 205M-14.08                                 | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-289</a> | BARDAC 205M RTU                                   | LONZA, LLC                           | RTU              |
| <a href="#">6836-302</a> | BARDAC 205M-2.6                                   | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-305</a> | BARDAC 205M-23                                    | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-313</a> | LONZA DISINFECTANT WIPES                          | LONZA, LLC                           | WIPE             |
| <a href="#">6836-340</a> | LONZA DISINFECTANT WIPES PLUS 2                   | LONZA, LLC                           | WIPE             |
| <a href="#">6836-349</a> | LONZAGARD RCS-256 PLUS                            | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-361</a> | NUGEN MB5A-256                                    | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-364</a> | NUGEN MB5N-256                                    | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-365</a> | NUGEN MB5N-128                                    | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-70</a>  | BARDAC 205M-7.5                                   | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-75</a>  | LONZA FORMULATION S-21                            | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-77</a>  | LONZA FORMULATION S-18                            | LONZA, LLC                           | DILUTABLE        |
| <a href="#">6836-78</a>  | LONZA FORMULATION R-82                            | LONZA, LLC                           | DILUTABLE        |
| <a href="#">70627-24</a> | VIREX™ II / 256                                   | Diversey, Inc.                       | DILUTABLE        |

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|--------------------------|--|----------------------|------------------|
| <a href="#">70627-56</a> | OXIVIR Tb  | Diversey, Inc.       | RTU              |
| <a href="#">70627-58</a> | OXY-TEAM™<br>DISINFECTANT<br>CLEANER                     | Diversey, Inc.       | DILUTABLE        |
| <a href="#">70627-60</a> | OXIVIR™ WIPES  | Diversey, Inc.       | WIPE             |
| <a href="#">70627-72</a> | Avert Sporcidal<br>Disinfectant Cleaner                  | Diversey, Inc.       | DILUTABLE        |
| <a href="#">70627-74</a> | OXIVIR 1   | Diversey, Inc.       | RTU              |
| <a href="#">70627-77</a> | Oxivir 1 Wipes   | Diversey, Inc.       | WIPE             |
| <a href="#">71847-6</a>  | KLORSEPT   | MEDENTECH LTD        | DILUTABLE        |
| <a href="#">71847-7</a>  | KLORKLEEN 2  | MEDENTECH LTD        | DILUTABLE        |
| <a href="#">777-127</a>  | LYSOL®<br>DISINFECTANT<br>MAX COVER MIST                 | RECKITT<br>BENCKISER | RTU              |
| <a href="#">777-132</a>  | LYSOL BRAND<br>POWER PLUS<br>TOILET BOWL<br>CLEANER      | RECKITT<br>BENCKISER | RTU              |
| <a href="#">777-70</a>   | LYSOL BRAND<br>CLING & FRESH<br>TOILET BOWL<br>CLEANER   | RECKITT<br>BENCKISER | RTU              |
| <a href="#">777-81</a>   | LYSOL BRAND<br>LIME & RUST<br>TOILET BOWL<br>CLEANER     | RECKITT<br>BENCKISER | RTU              |
| <a href="#">777-83</a>   | LYSOL BRAND<br>BLEACH MOLD<br>AND MILDEW<br>REMOVER      | RECKITT<br>BENCKISER | RTU              |
| <a href="#">777-89</a>   | LYSOL BRAND<br>CLEAN & FRESH<br>MULTI-SURFACE<br>CLEANER | RECKITT<br>BENCKISER | DILUTABLE        |
| <a href="#">777-99</a>   | PROFESSIONAL<br>LYSOL®<br>DISINFECTANT<br>SPRAY          | RECKITT<br>BENCKISER | RTU              |
| <a href="#">84368-1</a>  | URTHPRO  | URTHTECH, LLC        | RTU              |



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| Registration Number            | Product Name   | Company  | Formulation Type |
|--------------------------------|--|--|------------------|
| <a href="#"><u>84150-1</u></a> | PURELL<br>Professional Surface<br>Disinfectant Wipes | GOJO Industries, Inc.                              | WIPE             |
| <a href="#"><u>88494-3</u></a> | PEAK<br>DISINFECTANT                                 | North American<br>Infection Control, Ltd           | RTU              |
| <a href="#"><u>88494-4</u></a> | PEAK<br>DISINFECTANT<br>WIPES                        | NORTH<br>AMERICAN<br>INFECTION<br>CONTROL, LTD     | WIPE             |
| <a href="#"><u>9480-10</u></a> | Sani-Prime<br>Germicidal Spray                       | Professional<br>Disposables<br>International, Inc. | RTU              |
| <a href="#"><u>9480-12</u></a> | Sani-Cloth Prime<br>Germicidal<br>Disposable Wipe    | Professional<br>Disposables<br>International, Inc. | WIPE             |
| <a href="#"><u>9480-14</u></a> | Sani-HyPerCide<br>Germicidal Spray                   | Professional<br>Disposables<br>International, Inc. | RTU              |