



COVID 19
A PRACTICAL GUIDE
FOR FOOD SERVICE
BUSINESSES

May 20th 2020 (Original version in Greek)

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SCOPE OF THE GUIDE

This guide is an initiative of the Hellenic Food Authority (EFET) in collaboration with the Federation of Hellenic Food Industries (SEVT) and the Hellenic Association of Organized Food Service (EPOES), with the main aim to provide simple and practical instructions to food service businesses, in the context of conditions generated through the COVID-19 disease. The present guidelines are based on the risk profile analysis of the SARS-CoV-2 virus in the food sector and on best practices as presented in international and national recommendations.

THE COVID-19 DISEASE

COVID-19 disease, which is caused by the SARS-CoV-2 virus, is a highly contagious infectious disease. Most patients present mild symptoms and complete recovery, while a minority of patients (mostly people with underlying medical conditions and / or older adults), need treatment and have a poor prognosis (in cases of acute respiratory failure, septic shock or multi-organ failure syndrome).

SYMPTOMS

Most common symptoms include fever, cough (usually dry), breathing difficulties and fatigue. Less common symptoms are muscle aches, sore throat, runny nose, loss of smell and taste, headache and diarrhea. Symptoms appear 2-14 days after exposure to the virus.

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WAYS OF TRANSMISSION

1. From person to person, mainly through respiratory droplets produced by the infected person when sneezing, coughing or exhaling.
2. With physical contact such as hugs, kisses, handshakes.
3. Through contact of hands with infected objects or surfaces and transferring of the virus to mouth, eyes or nose.

FOOD AND SARS-CoV-2

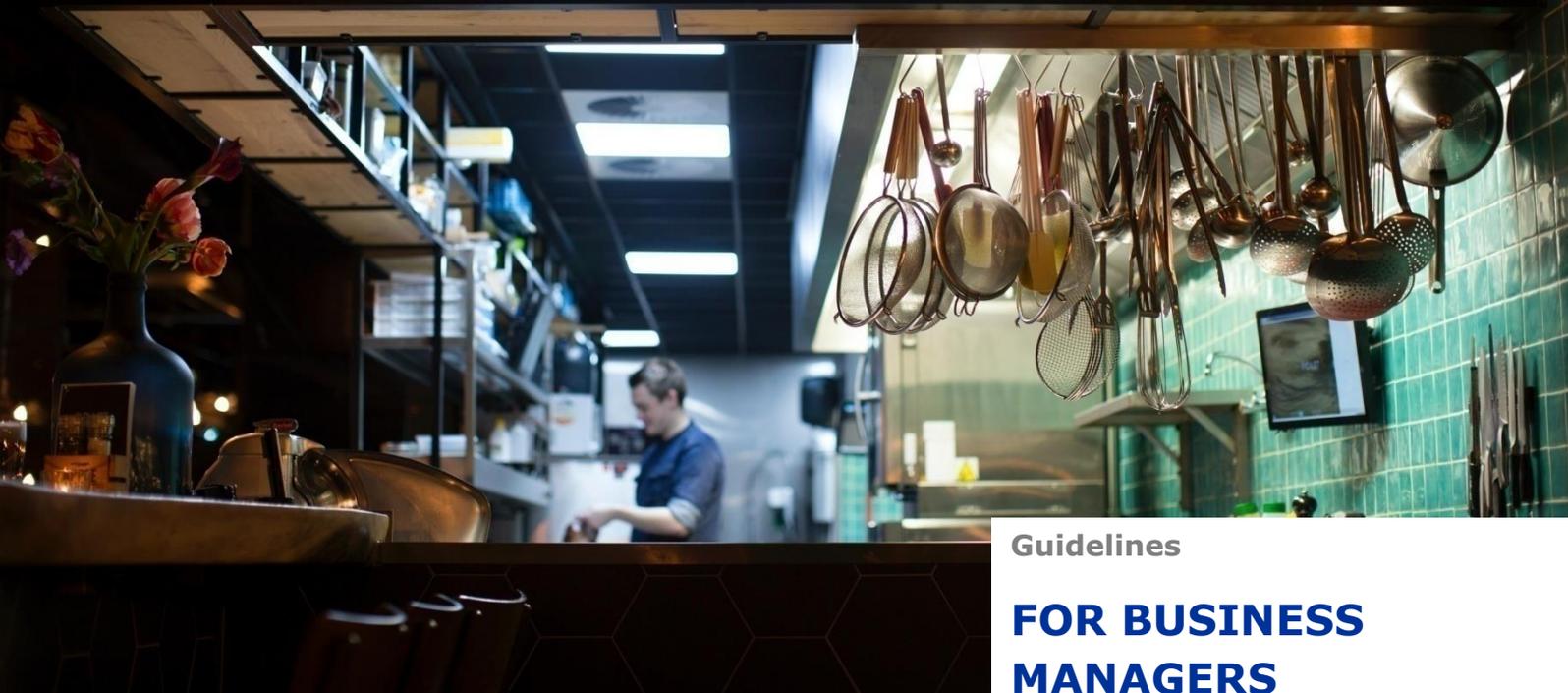
Viruses, such as SARS-CoV-2, are not living cells and need a host to reproduce. For this reason, they **do not multiply in food and water** if these become infected.

According to the European Food Safety Authority (EFSA), there is no evidence that food poses a risk to public health in relation to COVID-19 disease.

This guide focuses on additional measures solely to prevent infection from and spread of SARS-CoV-2



Food business has developed and implement Food Safety Management Systems. These systems are based on the Hazard Analysis Critical Control Points (HACCP) principles and provide all the basic requirements and activities necessary to maintain a healthy work and food processing environment. They are supported by prerequisite programs that include: good hygiene, cleaning and disinfection practices, zoning of processing areas, suppliers control, storage, distribution and transport processes control, staff hygiene.



Guidelines

FOR BUSINESS MANAGERS

Procedures and workplaces where SARS-CoV-2 virus exposure may occur in various areas and circumstances as follows:

- ⇒ Raw and packaging materials supply and receipt
- ⇒ Storage and transfer to the processing area
- ⇒ Food processing, meal preparation / kitchen (back of the store)
- ⇒ Washing areas
- ⇒ Take away / delivery services
- ⇒ Sales/service
- ⇒ Staff arrival and departure from work
- ⇒ Suspect / confirmed case among the employees
- ⇒ External collaborators / visitors / control bodies
- ⇒ Offices (use of shareable utensils, dealing with visitors)
- ⇒ Toilets / WC
- ⇒ Break/rest areas
- ⇒ Waste management

Organizational measures:

A. Avoiding crowding / Maintaining the «social distancing» recommendations

- Rearrange the workplace according to the instructions of the national competent authorities. Make sure all personal protective measures (PPM) (gloves, double-layer cloth or disposable surgical masks) are taken.
- Reorganize the outdoor and indoor tables and seats, according to the recommendations of the national competent authorities.

B. Arrange for a gradual working hours schedule for the employees.

Reorganize the workflow and organize working groups so that there is limited interaction among them. It is also recommended that you encourage employees to report to the business manager any symptoms they may have and / or symptoms present in their close contacts and to abstain from work. In order to promote a diligent behavior, the business should implement a flexible leave policy due to sickness. Alternatively, it can apply other measures such as temperature measurement upon arrival.

C. Arrange for a controlled access program for business employees in public areas such as break areas, rest rooms, locker rooms, WC, toilets, etc., in order to avoid crowding.

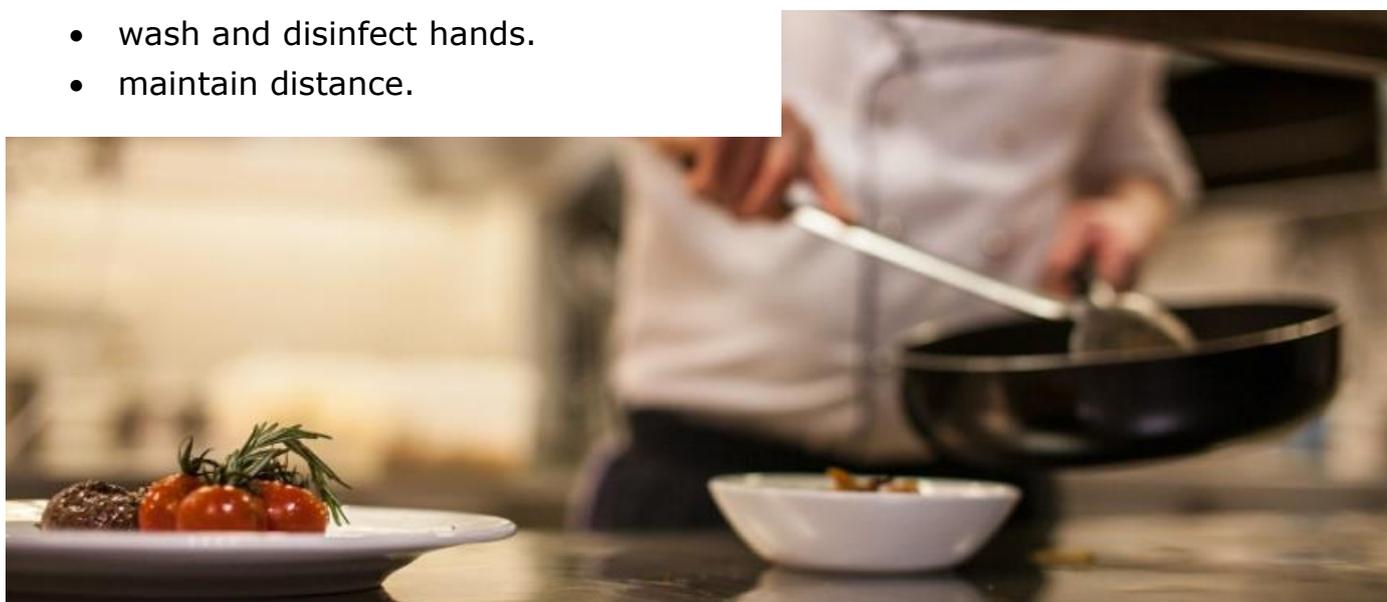
D. Cash transactions

- Encourage intact transactions.
- Place one antiseptic gel or solution in the cashier's seat and another one in the customer's seat.
- Place floor markings to limit distances (according to the recommendations) to avoid customer queuing and appoint a person in charge of continuous supervision.
- Install a Plexiglas in front of the cashier (if considered necessary).

E. Encourage employees and customers to use the stairs and avoid elevators as much as possible.

F. Post information-reminders on personal hygiene and preventive measures in all areas. Messages must motivate employees and public to:

- wear gloves.
- use masks (for those required).
- wash and disinfect hands.
- maintain distance.



G. Adjust third parties arrival (e.g. business associates, distributors, etc.) in the workplace, in order to avoid crowding. Ensure social distancing and the use of PPM (e.g. masks).



H. Inform drivers, suppliers, external partners, customers, visitors, by any appropriate means (posters, brochures, etc.) about the instructions of the national competent authorities.

I. Ensure adequate ventilation (with an emphasis on natural ventilation) of all areas and avoid crowding in closed areas without adequate air renewal. Regular maintenance of ventilation - air conditioning systems is required.

J. External services crews should enter their workplaces using protective clothing (disposable plastic apron, masks, gloves).



K. Organize an appropriate waste management program

(see "*Staff in cleaning of public areas - waste management of potentially contaminated material*")

Health and hygiene measures for employees, working areas and equipment

⇒ Ensuring of adequate number of basins for hand washing. Faucets without hand contact are recommended (foot or photocell operated, etc.).

⇒ Provision and supply, in the washing areas, of:

- hand washing soaps
- hand drying materials (e.g. disposable hand towels)
- antiseptic solutions (suitable for personal hygiene use) at the entrances / exits and in the public areas of the company particularly in areas where employees come in contact with the general public and hand washing is not possible



⇒ Provision to employees of clothing and appropriate PPM such as gloves and masks, in accordance with the special instructions of the national competent authorities. Training of employees on the clothing proper and safe use and storage. It is strongly recommended that clothing is changed exclusively within the premises.

⇒ Appointment of a person in charge of supervising the correct use of the protection measures.

⇒ Installation of covered foot-operated trash bins, where disposable PPMs will be placed immediately after use, as well as handkerchiefs, hand towels or other means used to disinfect work surfaces, as well as personal hygiene items.

⇒ Care for frequent washing of work clothes (uniforms, aprons, etc.) and non-disposable PPMs provided. Washing temperature should be at a minimum of 60°C followed by ironing.



⇒ Care for strictly personal use of PPMs

⇒ Provision of the appropriate detergents-disinfectants against the virus.

⇒ Surfaces and objects that are frequently touched such as, switches, door handles, keyboards, handrails on stairs and corridors, cabinets, pantries, lockers, should be thoroughly and frequently cleaned and disinfected.

⇒ Use of disinfectants with minor residual action in areas where there is food and objects that can be placed in children's mouth.

⇒ Designing of a comprehensive and effective cleaning and disinfection program as well as personal hygiene waste management

Special measures for service, take away from the store, delivery, suppliers and maintenance services crews:

Service

- ⇒ Reinforce implementation of new ways of ordering, e.g. board listing fixed menus, screens, menus in apps or menus that can be downloaded to smartphones when entering the store.
- ⇒ Use disposable catalogs / price lists or catalogs made by materials that can be regularly disinfected.
- ⇒ Prefer disposable tablecloths and placemats. The use of fabric tablecloths should be avoided; otherwise strict cleaning rules should be followed and tablecloths should be replaced after each customer.

Take away - delivery

- ⇒ Increase the frequency of cleaning and disinfecting surfaces, such as counters and touch screens.
- ⇒ Specify collection areas for customers to help avoid congestion.
- ⇒ Schedule the frequency of cleaning and disinfecting the delivery vehicle, transport containers and isothermal bags.



- ⇒ Apply social distancing recommendations when delivering food, offering "no touch" deliveries and sending text or call notifications when deliveries arrive.
- ⇒ Make sure that the delivery staff wears mask and gloves when delivering food.

Suppliers

- ⇒ Commitment to comply with the basic measures of protection and prevention of virus transmission and to inform the business manager in case of symptoms, or cases among staff involved in the delivery of supplies.

Maintenance services crews

- ⇒ Use of protective clothing (e.g. disposable plastic apron) before entering the company.
- ⇒ Increase maintenance frequency in order to reduce emergencies.

Preventive measures - Suspect case management:

Staff training (incl. written instructions) about:

- personal hygiene, hand washing, proper use of gloves and mask, avoidance of congestion.
- the symptoms of COVID-19 disease, so that the employees are able to recognize symptoms early and seek appropriate medical attention and examinations.
- reporting illness and rules about returning to work when they recover from illness.
- ways to prevent spreading of COVID-19 disease to other employees working in the establishment, in case of a new case.



To business manager

If an employee develops symptoms compatible with COVID-19 disease, then:

- Securely isolate the individual.
- Call the competent public health authority immediately for instructions on the next steps.
- Inform other employees about the possible exposure, respecting the personal data of the case, and ask them to follow the instructions distributed to them.
- Disinfect all surfaces with emphasis on the working area of the suspected case.

FOR EMPLOYEES



If you feel sick at home:

- ⇒ If you have any of the symptoms of the disease, **STAY AT HOME.**
- ⇒ Inform the business manager immediately to take the necessary actions.
- ⇒ Inform your physician.
- ⇒ Follow the instructions of the competent authority.

If you feel sick at work:

- ⇒ Stop working and inform immediately the business manager, who should directly call the national competent authority for instructions.
- ⇒ Self-isolate in a place where there are no other employees or customers.
- ⇒ Do not return to work before at least 14 days have elapsed and your doctor allows you to do so.



Basic self-protection measures

Wash your hands with warm water and soap for at least 20 seconds:

- Before and after work.
- Before putting on and taking off disposable gloves when preparing food.
- Every time you put on a new pair of gloves.
- After wearing, touching or removing the mask.
- Before, during and after food preparation.
- Before eating.
- Before and after your break.
- After using the toilet.
- After blowing your nose and after coughing or sneezing.
- After touching money or items handled by customers.

- ⇒ If there is no soap, use an alcohol-based antiseptic (at least 60% in alcohol) and rub your hands until the antiseptic dries (about 30 seconds).
- ⇒ In areas where there is no remote control faucet, use a disposable towel or similar means to close the faucet after washing your hands.
- ⇒ Change gloves every time you move to another working post or manage different foods; after contact with objects that are considered potentially infected (cell phone, computer, clothes, knobs, etc.) or when torn. Discard them in the bins used for PPMs.
- ⇒ Use a mask (recommendation) even in cases where it is not required by law.



- ⇒ Do not touch the front of the mask.
- ⇒ Do not touch with your hands your eyes, nose and mouth.
- ⇒ Remove dirty material after coughing, sneezing, after contact with nose / ears, mouth, hair.
- ⇒ Consume any kind of food only during the break.

Special measures per job

For the purposes of this guide, food workers include:

- food handlers, i.e. people who directly touch food and surfaces, utensils and tools used in food processing.
- staff who do not handle food directly (e.g. storage, washing, garbage collection, indoor and outdoor cleaners, etc.).
- staff that comes in contact with the customer (service, buffet, cash register, home delivery, etc.).

Staff in storage facilities:

- Avoid shaking hands and limit contact with suppliers' drivers.
- Use mask and gloves when supplies are delivered.
- Disinfect the handles from wheeled carts or forklifts. Alternatively, cover the equipments control panels with a film that is replaced every time the operator changes.
- Manage stocks and orders so that deliveries are scheduled with the lowest possible frequency and at different times per supplier.
- Receive and deliver documents (e.g. invoices - receipts) without contact at a specified area on a bench or table that you will disinfect each time. Electronic document exchange is recommended, where possible and permitted by applicable law.
- Sign with your own, exclusive use, pen and don't share it with others.

Staff in washing:

- Follow the instructions for proper use of the washing machine as well as its maintenance.
- Use appropriate detergents / disinfectants to wash utensils by hand.
- Handle clean utensils with gloves after washing (e.g. dishes, glasses, cutlery, containers, etc.).
- Store and protect clean tools - utensils in closed cabinets.

Staff in cleaning of public areas - waste management of potentially contaminated material:

- Be sure to use disposable PPMs for waste management such as gloves, masks, special clothing (e.g. disposable plastic apron).
- Collect gloves, masks, disposable wipes and other potentially contaminated materials in garbage bags and close them firmly.
- Throw these bags in the special bins (GREEN or GRAY) and then close the lid of the bin well.
- Do not leave bags outside the bins.

Staff in cash exchange – cash desk:

- Disinfect the POS machine between transactions when pin number is used.

When exchanging money and banknotes:

- Ask customers to place the cash on the counter, not directly on hand.
- Place the money directly on the counter when you return the change to customers.
- Wipe-disinfect surfaces on the counter, cash registers, etc.



Staff inservice:

- Wear a disposable mask and gloves according to the instructions.
- Keep safety distances.
- Clean and disinfect the table at every customer change.
- Disinfect service trays and catalogs after each use.
- Keep the safety distances when serving customers

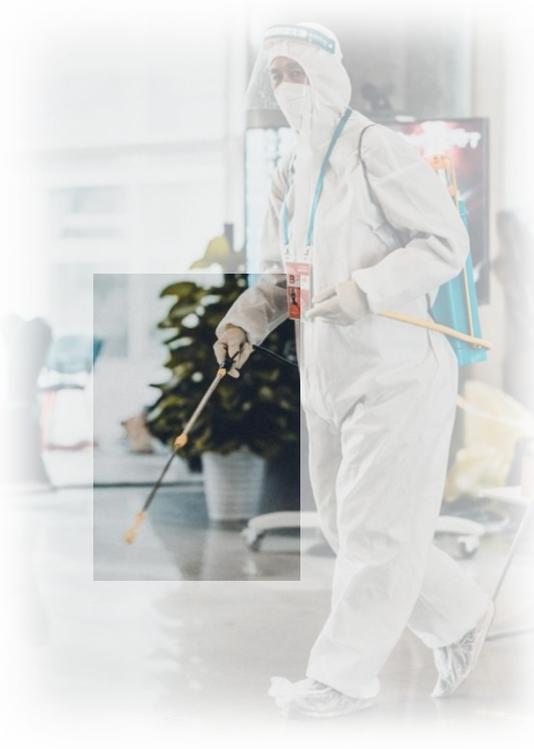
- Serve individual packages for salt, pepper, sugar, etc.
- Follow the transactions instructions

Staff in home delivery:

- Keep, clean and disinfect the required PPMs (mask, gloves, helmets, clothes, jackets, vests, etc.) and use them as instructed.
- Equip yourself with disinfectant wipes or antiseptic liquid.
- Follow the transactions instructions.



FOR CLEANING - DISINFECTING



Since surfaces can serve as sources of virus transmission, workstation cleaning programs need to be reinforced. Above all, it must be ensured that all surfaces and shared areas are frequently cleaned, ideally every 2 hours where possible

Cleaning – disinfecting points:

⇒ Frequently used / touched objects (switches, door handles, keyboards, handrails on stairs and corridors, cupboards, lockers etc.) ensuring that they are cleaned and disinfected frequently. Use of disposable wipes is recommended and in case of rigid surfaces, cleaning with warm soap water should be first applied followed

by disinfection.

- ⇒ In customers and staff toilets attention should be given on: handles, switches, basins, sinks, taps, dryers and door knobs.
- ⇒ In relation to food contact surfaces, as well as food processing equipment, the correct application of the existing cleaning and disinfection protocols is expected to be sufficient. However, when and where (areas or/and surfaces where more frequent human contact takes place) necessary, the need for additional disinfection measures should be taken into account.

Suitable disinfectants - detergents:

- ⇒ Products based on quaternary ammonium compounds, which are widely used in the food industry. Follow the manufacturer's instructions regarding dilution, application and contact time.
- ⇒ Household chlorine and other powerful oxidizing agents are also known to be effective (up to 24 hours) against similar viruses. The current recommendation and instruction for the use of chlorine (either in combination with a cleaning-disinfectant or individually as a disinfectant whose application follows the cleaning) is in final dilution of 1000 ppm of available chlorine (which is equivalent to 1:50 dilution of household chlorine products with standard 5% concentration in sodium hypochlorite or 4 tbs chlorine in 1 liter of water)
- ⇒ In surfaces where the above disinfectants might prove damaging and therefore unsuitable (e.g. phones, keyboards and electronic devices), the use of antiseptic wipes or alcohol-based disinfectants is advised.
- ⇒ In general, alcohol-based disinfectants (containing ethanol, propane-2-ol, propane-1-ol) have been shown to reduce significantly the infectivity of encapsulated viruses (such as SARS-CoV-2) at concentrations of 70-80% and can be applied to small surfaces.
- ⇒ For more information, you should consult your specialized partner.



Carefully follow the manufacturer's instructions regarding dilution, application and contact time for any cleaning and disinfectant products used.

Don't miss to stay informed and comply with any changes in the relevant legislation and to adapt to the instructions provided by the national competent authorities.

Information included in this guide was current until the date of its issue. EFET will update the guide whenever necessary in order to include the latest data.

Useful links:

1. Official Coronavirus Updates: https://www.who.int/emergencies/diseases/novel-coronavirus-2019?gclid=EAIaIQobChMIq9yrtr_P6QIVBbDtCh2THgX4EAAYASAAEgIcwvD_BwE;
2. List of disinfectants against SARS-CoV-2: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
3. EU Commission Covid-19 and food safety: https://ec.europa.eu/food/sites/food/files/safety/docs/biosafety_crisis_covid19_gandas_en.pdf

COVID 19: CHECKLIST FOR FOOD SERVICE

Procedures and workplaces where SARS-CoV-2 virus exposure may occur

 Raw and packaging materials supply and receipt	 Suspect / confirmed case among the employees
 Storage and transfer to the processing area	 External collaborators / visitors / control bodies
 Food processing, meal preparation / kitchen (back of the store)	 Offices (use of shareable utensils, dealing with visitors)
 Washing areas	 Toilets / WC
 Take away / delivery services	 Break/rest areas
 Sales / service	 Waste management
 Staff arrival and departure from work	

A. ORGANIZATIONAL MEASURES

I. Avoiding crowding / Maintaining the «social distancing» recommendations

 Rearranged workplace according to the instructions of the national competent authorities.	 Reorganized outdoor and indoor tables and seats
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II. Arrangement for a gradual working hours schedule for the employees

 Reorganized workflow	 Employees organized in working groups
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III. Arrangement for a controlled access program for business employees in public areas

 Break areas	 Locker rooms
 Rest areas	 WC, toilets

IV. Cash transactions

 Intact transactions encouraged	 Floor markings to limit distances
 Antiseptic gel or solution in the cashier's seat	 Person in charge appointed for continuous supervision
 Antiseptic gel or solution in the customer's seat	 Plexiglas installation

V. Encouragements for:	
 Use of stairs	 Elevators avoidance
VI. Information-reminders posts for:	
 Wearing gloves	 Proper hand washing and disinfection
 Using masks	 Distance maintenance
VII. Third parties arrival adjustments	
 Business associates	 Maintenance services crews
 Distributors	 Suppliers
VIII. Information for national competent authorities instructions	
 Posters	 Brochures
 Other	
IX. Adequate ventilation	
 Natural ventilation	 Regular maintenance (program)
X. Appropriate waste management program <input type="checkbox"/>	

B. HEALTH AND HYGIENE MEASURES FOR EMPLOYEES, WORKING AREAS AND EQUIPMENT

1. Basins for hand washing	
 Adequacy	 Photocell operated faucets
 Foot operated faucets	
2. In washing areas:	
 Hand washing soaps	 Disposable hand towels
 Hand dryers	 Antiseptic solutions
3. Antiseptic solutions in:	
 Entrances	 Public areas
 Exits	

4. Provision of PPMs to employees:

- | | |
|---------------------------------|-------------------------------------|
| <input type="checkbox"/> Gloves | <input type="checkbox"/> Hair cover |
| <input type="checkbox"/> Masks | <input type="checkbox"/> Other..... |

5. Training of employees for:

- Proper, safe use and storage of PPMs

6. Appointment of a person in charge for supervising:

- | | |
|---|--|
| <input type="checkbox"/> Use of PPMs where instructed | <input type="checkbox"/> Correct use of PPMs |
|---|--|

7. Foot operated trash bins:

- For disposable PPMs, handkerchiefs, hand towels or other means used to disinfect work surfaces, as well as personal hygiene item

8. Washing:

- | | |
|--|--|
| <input type="checkbox"/> Work clothes | <input type="checkbox"/> Non disposable PPMs |
| <input type="checkbox"/> Instructions for proper washing at home | |

9. Washing and disinfecting:

- | | |
|---|--|
| <input type="checkbox"/> Appropriate detergents against the virus | <input type="checkbox"/> Appropriate disinfectants against the virus |
| <input type="checkbox"/> Cleaning-disinfection program | <input type="checkbox"/> Location of surfaces and objects that are frequently touched by many people |

Frequency	Objects / surfaces of cleaning	
<input type="checkbox"/> Every two hours	<input type="checkbox"/> switches	<input type="checkbox"/> cabinets, lockers, pantries
<input type="checkbox"/> Other.....	<input type="checkbox"/> door handles	<input type="checkbox"/> surfaces in touch with food
	<input type="checkbox"/> keyboards	<input type="checkbox"/> handrails on stairs and corridors
	<input type="checkbox"/> toilets	

C. SPECIAL MEASURES

1. Service

- | | |
|---|--|
| <input type="checkbox"/> Catalogues that can be disinfected or disposable | <input type="checkbox"/> Change of fabric tablecloths after every customer |
| <input type="checkbox"/> Disposable tablecloths and place mats | <input type="checkbox"/> Intact ordering |

2. Take away - delivery	
 "No touch" delivery	 Text sending or call notifications when deliveries arrive
 Delivery person with mask and gloves when delivering	
Cleaning and disinfecting of surfaces	Specified frequency of disinfection and cleaning of
 frequently touched  counters  touch screens	 delivery vehicle  transport containers  isothermal bags
3. Maintenance services crews	
 Use of protective clothing for entering	 Maintenance schedule

D. SPECIAL MEASURES PER JOB

1. Staff in storage facilities:	
 Shaking hands avoidance	 Stock and orders management
 Limited contact with suppliers drivers	 Receipt schedule with the lowest possible frequency and at different times per supplier
 Use of mask and gloves upon receipt	 Receipt and deliver of documents without contact at a specified area on a bench or table
 Wheeled carts or transport clarks handles disinfection or use of disposable membrane films	 Signing with a personal, exclusive use, pen
2. Staff in washing:	
 Instructions for proper use of the washing machine	 Instructions for proper management of clean utensils after washing
 Use of suitable detergents / disinfectants to wash utensils by hand	 Instructions for proper storage and protection of clean utensils in closed cabinets

3. Staff in cleaning of public areas - waste management of potentially contaminated material:

Use of disposable PPMs for waste management:

Instructions for:

- | | |
|---|--|
| <input type="checkbox"/> gloves | <input type="checkbox"/> collecting used PPMs |
| <input type="checkbox"/> masks | <input type="checkbox"/> collecting potentially contaminated materials |
| <input type="checkbox"/> special clothing | <input type="checkbox"/> waste management |

4. Staff in cash exchange – cash desk:

- POS machine disinfection between transactions when pin number is used

Money and banknotes from/to customers

- | | |
|---|--|
| <input type="checkbox"/> on the counter and not on hand | <input type="checkbox"/> wiping-disinfecting surfaces on the counter, cash registers, etc. |
|---|--|

5. Staff in service:

- | | |
|---|--|
| <input type="checkbox"/> Use of mask | <input type="checkbox"/> Use of disposable gloves |
| <input type="checkbox"/> Cleaning and disinfecting the table at every customer change | <input type="checkbox"/> Disinfection of catalogue after every use or use of disposable catalogues |
| <input type="checkbox"/> Individual packages for salt, pepper, sugar, etc | |

Keeping safety distances at:

- | | |
|--|-----------------------------------|
| <input type="checkbox"/> customers reception | <input type="checkbox"/> ordering |
| <input type="checkbox"/> serving | |

6. Staff in home delivery:

- | | |
|--|--|
| <input type="checkbox"/> Cleaning and disinfecting of required PPMs (mask, gloves, helmets, clothes, jackets, vests, etc.) | <input type="checkbox"/> Disinfectant wipes or antiseptic liquid |
| <input type="checkbox"/> Intact transactions | |

E. PREVENTIVE MEASURES – SUSPECT CASE MANAGEMENT

Staff training (incl. written instructions) about:

- | | |
|--|--|
| <input type="checkbox"/> Personal and hand hygiene, proper use of gloves and mask, avoidance of congestion | <input type="checkbox"/> Guidance on the symptoms of COVID-19 disease |
| <input type="checkbox"/> Reporting illness and rules for returning to work when recovering | <input type="checkbox"/> Ways to prevent spreading of COVID-19, in case of a positive result |
| <input type="checkbox"/> For management of suspect case at work | <input type="checkbox"/> The instance when employees fill sick at home |

Photos:

1. andrew-seaman-sQopSb2K0CU-unsplash
2. cdc-k0KRntqcfw-unsplash
3. clem-onojeghuo-P7-_EB3gQuA-unsplash
4. fusion-medical-animation-EAgGqOiDDMg-unsplash
5. daniel-nijland-b2XXbQbiox8-unsplash
6. fabrizio-magoni-boaDpmC-_Xo-unsplash
7. k8-sWEpcc0Rm0U-unsplash
8. kelly-sikkema-3S0-pzVIT-w-unsplash
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17. thermometer-833085_1920pixabay
18. kelly-sikkema-W1XbZLRdk8o-unsplash



ΜΕΝΟΥΜΕ
ΑΣΦΑΛΕΙΣ