

CLEAN

LINEN & WORKWEAR

Working safely and reducing risk of COVID-19
June 2020

Measures being taken by CLEAN



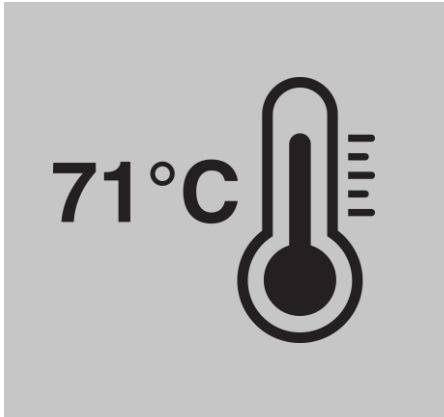
During the COVID-19 pandemic CLEAN remains focused on producing the best and safest products for our customers and their guests

These measures relate to four key elements of our service:

- Washing and laundering to achieve thermal disinfection
- Finishing, packing and quality control
- Delivering orders and collecting used linen, towels and garments
- Protecting our employees and keeping linen safe

In the coming pages we will explain what we are doing to protect you and how you can help us supply you safely and reduce the risk posed by COVID-19.

Washing and laundering to achieve thermal disinfection



Processing and washing

- To ensure your linen or workwear is maintained and hygienically cleaned before delivery, we carry out Thermal Disinfection to recognised UK standards. All our textiles are washed at temperatures of over 71°C for more than 3 minutes. In addition to this measure we chemically disinfect our textiles to European recognised standards.
- The temperatures are monitored by the laundry and this ensures we reduce the risk of linen and garments being infected by any virus including COVID-19. In addition, water quality checks are carried out and monitored throughout washing on our Continuous Batch Washers so that we can ensure your linen and garments are cleaned effectively.

Finishing, packing and quality control



- We routinely carry out swab sample tests on our linen and garments to ensure our thermal disinfection controls are effective.
- All linen, towels and garments are packed in shrink wrapped plastic to maintain hygiene and cleanliness. We advise that the linen is stored as packed and only unwrapped as required or immediately before use.
- Clean linen, towels and garments will be delivered in as fully enclosed laundry cage or with a hygienically clean bag placed over the laundry cages, to reduce any possible risk of cross contamination during the delivery process.

Delivering orders and collecting used linen, towels and garments



Collection and delivery

- To reduce contact with your employees, accommodation guests or members on the public, we will review and agree a single delivery and collection point with you to reduce exposure. We will explain more about this in the **How you can help us** section of this document

Agreeing delivery and collection points

- If it is not already in place we will agree a contactless delivery, ensuring social distancing is maintained and the need for signatures is avoided etc.
- CLEAN will collaborate fully on the safest place, with a preference for external delivery points, to deliver clean linen and collect used linen. This will be in accordance with CLEAN and each customers COVID-19 Risk Assessment, we will work with you so we are compliant.
- Locker valet service for Workwear – we will discuss and agree a plan for the servicing of locker rooms considering both each customer's risk assessment and our own risk assessment. We will agree a locker room plan that takes into account the flow of personnel to ensure social distancing is achieved and which areas of your site are no longer accessible or have been taken out of service. While used garment bulk collectors are being emptied, and individual lockers are re-stocked, locker rooms should be closed. Where this is impractical, a workable solution may be to establish zones that can be closed section by section within the locker room. As we re-start our service, wider delivery windows may be required. If it is not possible to ensure social distancing, as an alternative solution, we may suggest a workwear drop off and collection service. If this is necessary, we will discuss and agree the location of the drop off / collection point with you enabling us to plan and agree a contactless delivery service.

Delivering orders and collecting used linen, towels and garments



Delivery drivers

- Our delivery drivers will be limited to one person per vehicle to maintain social distance and reduce any possible transmission.
- All vulnerable delivery drivers have either been offered alternative work or advised of the risks of collecting used and delivering fresh clean items of laundry to our customers.

PPE and hand hygiene

- Our delivery drivers will wear face masks, disposable gloves, safety glasses or visor and disposable aprons.
- Before and after every collection and / or delivery hand cleaning with soap and water, or alcohol sanitiser for a minimum of 20 seconds will be conducted.

Delivering orders and collecting used linen, towels and garments



Adhering to your procedures

- Our delivery drivers will follow any new COVID-19 procedures or processes at your site. Please advise of and communicate any necessary controls in advance of our service resuming. This will allow us to include this in information within our own customer Risk Assessments and Work Instructions.
- We recognise that your policies and procedures will be subject to change as the Government updates and amends its' advice and response to COVID-19. Please advise our Customer Service Centre and/or your Account Manager of any further changes in the future.

Vehicle Cleaning

- All vehicle cargo areas will be thoroughly cleaned at the end of each shift using a Disinfecting Fogging System placed in the area to disinfect all surfaces. This significantly reduces the viruses survival potential on any surface during regular collection or delivery of cages.
- Vehicle cab areas will be thoroughly cleaned at the end of each shift using the Disinfecting Fogging System. Vehicle cabs are routinely cleaned / disinfected throughout the shift by the drivers to reduce transmission.

Laundry Cage Cleaning

- All laundry cages will be regularly disinfected at our laundries using a Disinfecting Fogging System to reduce the risk of the virus.

Protecting our employees and keeping your linen safe



We have carried out a full risk assessment of processes and procedures, and introduced a raft of measures at our laundries. These measures include:

Fit to work

- Temperature and health checks are carried out for anyone entering our laundries (employees, contractors and visitors) every time they enter site. Any non-compliance (e.g. fever or symptomatic) are denied entry to site and are told to follow government guidelines to self-isolate.
- All employees at CLEAN have been trained in how to reduce possible transmission and identify early symptoms of the virus and what action to take (Stay at home, if they display symptoms).

COVID-19 Training

- All CLEAN staff have undertaken COVID 19 response training to ensure they are working safely and in adherence to our Risk Assessments and Procedures. This includes advising staff to avoid touching their face, with particular attention for those handling used linen collected from customers.

Social Distancing

- In line with current government advice, employees will maintain appropriate social distancing, to reduce transmission.
- Staggered start, finish and break times have been implemented and, a 'contactless clocking in procedure' has been devised.
- Segregation screens have been positioned in between machines where machine design limits the possibility of social distancing.
- One-way systems and marked 'zoning' have been installed around our laundries to reduce face to face contact with our colleagues.

Protecting our employees and keeping your linen, towels and garments safe



Hand Hygiene and increased cleaning

- Good hygiene practice training has been given to all our employees.
- Disinfection stations have been placed around the sites and employees are encouraged to wash hands frequently through both signage and management team guidance.
- Regular cleaning of surfaces and touch points is conducted throughout the shift to reduce any possible transmission of the virus.

PPE

- Colleagues coming into contact with linen, towels and garments will wear personal protective equipment relevant to their role. This may include face masks, disposable gloves, safety glasses or visor and disposable aprons, depending upon our risk assessment for the particular task.

How you can help us: Pre-sorting



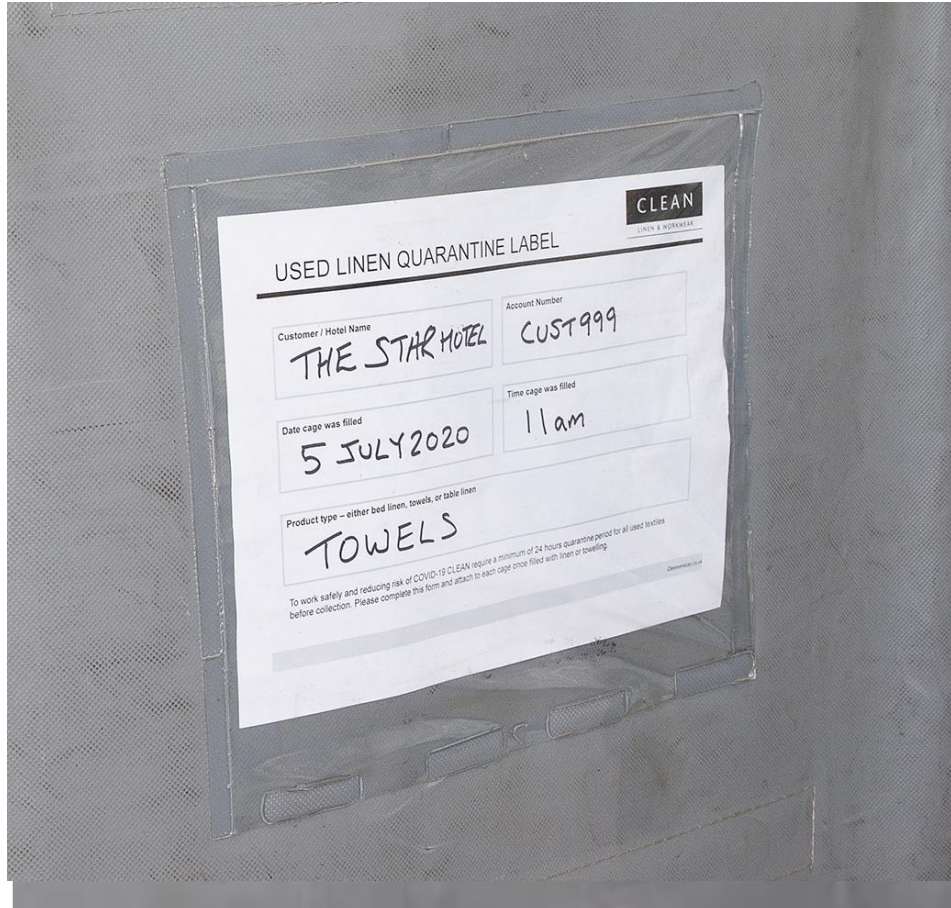
Pre-sorting linen by type

- Social distancing measures and controls introduced at our laundries have reduced our capacity to sort linen. Therefore, to maintain throughput and ensure clean linen is always available to you we are asking all customers to sort linen as it is removed from beds.
- We realise this is a significant change. Unfortunately it is unavoidable to ensure social distancing and production capacities can be maintained within our laundries. All used (dirty) linen and towels must be sorted and separated by you before we collect it, this means:
 - All **towels together**
 - All **bed linen together** (pillowcases, sheets and duvet covers)
 - All **table linen together** (napkins and tablecloths)

You do not need to sort linen by product, for example we are not asking for pillowcases and sheets to be put in separate laundry cages.

- If linen is not pre-sorted we may not be able to collect it from your property. The effect will be a reduction in the amount of linen we can deliver with your next order.

How you can help us: Quarantine period



Quarantine period

- This measure has been introduced to allow us to reduce and manage the risk posed by linen or garments that are potentially contaminated. All we ask, is that all customers keep cages of used linen and/or garments segregated for a period of quarantine prior to collection.
- This extra precaution is in place because the amount of infectious virus on any contaminated surfaces is likely to have decreased significantly by 24 hours, and even more so by 48 hours making it safer for our drivers and employees in our laundries.
- We will require a minimum period of 24 hours quarantine of all used textiles before they are collected by CLEAN.
- Once each cage is full of linen, towels or garments, customers should complete a cage label simply stating: customer name / site name, the time and date the cages was filled and the product type within. **It is important that the quarantine period starts only from when each cage is full.**
- We have created a template customers can use: [Click here to download a cage label template.](#)
- Our delivery drivers will review this information at each collection - collecting only the cages that have been quarantined for a full 24 hrs.
- Please help us manage the risk of COVID 19 by following this quarantine procedure.

How you can help us: Storage of used linen



Avoiding risk of cross contamination

- Clean and soiled linen within your premises should be kept separate at all times. We suggest using separate housekeeping trolleys for used and clean linen.

Storage of used linen

- We suggest storing all used linen in full cages in a ground floor location near to an external exit ideally away from high traffic areas
- Where possible, we suggest storing cages of used linen in a separate area to cages of clean linen, separated by a physical barrier or covered in a shroud of plastic

Cleaning of cage touch points

- To avoid any possible virus transmission and keep cage touchpoints hygienically clean, we ask that you wipe clean with antibacterial spray and/or sanitising wipes the cage handles prior to collection by CLEAN

How you can help us: Deliveries



Delivery points

- To reduce the risk of COVID-19 and ensure social distancing, we will agree delivery points at the property with you. Our preference is to deliver and collect from one single change over point, ideally this will be outside the property.

Delivery days and times

- In order to control the costs incurred by both parties and to continue to waiver minimum charges, we will discuss and agree the delivery times and number of deliveries you need in line with your occupancy and stock levels.
- Initially we expect that customers' hotel / accommodation occupancy could be as low as 20-40%, if this is the case we will propose fewer deliveries.

Hand hygiene

- As a component of an overall duty of care, we ask that you consider ways to make adequate hand washing facilities available for our delivery drivers.

How you can help us



Managing linen in your premises

- In partnership with UK Hospitality, our trade association Textile Services Association, has created a [guidance document](#) with some suggested actions and good practice that you may like to follow, [click here to download](#)

Stock rotation

- It is good practice to rotate your stock regularly. This will keep clean linen fresher and avoid any deep creases forming if linen is stored for a prolonged period

Contaminated linen

- If you have had a suspected case of COVID-19 this must be reported to us – You should follow the [procedure for “the control of contaminated textiles for CLEAN Customers”](#) a copy of this guidance is available [here](#).