

CLEAN

LINEN & WORKWEAR

PROCEDURE FOR CONTROL OF CONTAMINATED LINEN / WORKWEAR



LINEN



WORKWEAR

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Overview:

The purpose of this document is to prescribe the process to be followed in the event of Linen / Workwear contamination:

For the avoidance of doubt, 'Contaminated Linen / Workwear' by definition shall be defined as:

- Any contaminant that presents a potential risk to CLEAN, and CLEAN's Customer's Employees directly.
- Any contaminant that presents a significant 'reputational' risk to CLEAN or CLEAN's Customer Base.

In almost all cases, 'Contaminated Linen / Workwear' will be limited to either Microbiological risk (blood, urine, faeces), Infectious Disease or virus- notification from a Hotel Guest / Staff Member or workwear site, or Pest Contamination Risk (vermin, cockroaches, bed bugs, etc).

CLEAN Receives Notification of Contaminated Linen / Workwear from Customer Premises

In the event a Customer notifies CLEAN to report Linen / Workwear contamination, it is important to establish the particulars of the contamination. In most cases this will fall into these discrete categories:

- Contamination occurred / found in bedroom(s)
- Contamination occurred / found in soiled lockers
- Contamination occurred / found in clean laundered Linen / Workwear delivery / or laundered linen
- Contamination occurred / found in soiled storage area

When this has been established, it is then important to define the 'type' of contamination suspected or identified:

1. Microbiological
2. Infectious Disease or virus
3. Pest Contamination

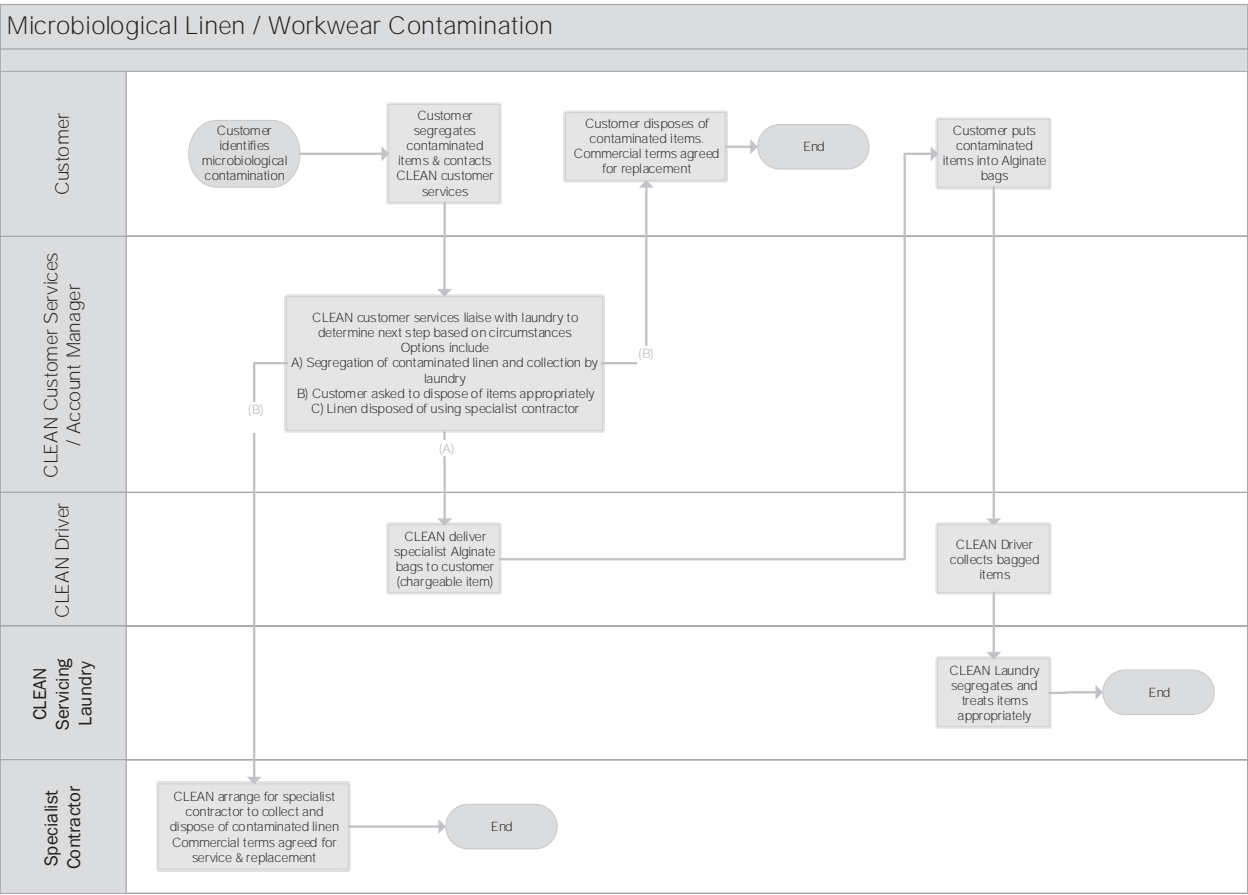
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1. Microbiological

If Microbiological Contamination has been identified by a Customer, they should immediately contact the CLEAN Customer Service Centre stating type of contamination and quantity. Depending on the type of contamination and agreement by the serving laundry that they are happy to accept the contaminated Linen / Workwear, you can request and purchase Red Alginate Bags from CLEAN Customer Service Centre. Red Alginate bags are used because they can be loaded directly into the laundry and dissolved during the wash process. Customer Housekeeping Centre should be directed to keep all contaminated Linen / Workwear in a separate cage as far away as possible from anything else, until they have received the Alginate Bags from CLEAN. When Red Alginate bags are received, Customer Housekeeping Centre or Workwear customer should place all contaminated Linen / Workwear within them, and seal them appropriately and label appropriately. These sealed bags should be kept separate from the soiled Linen / Workwear cages and should be made clearly visible to the CLEAN Driver on the next scheduled delivery / collection day.

CLEAN Driver must ensure Alginate bag are not opened or mixed with any clean or soiled Linen / Workwear during transit back to CLEAN laundry.



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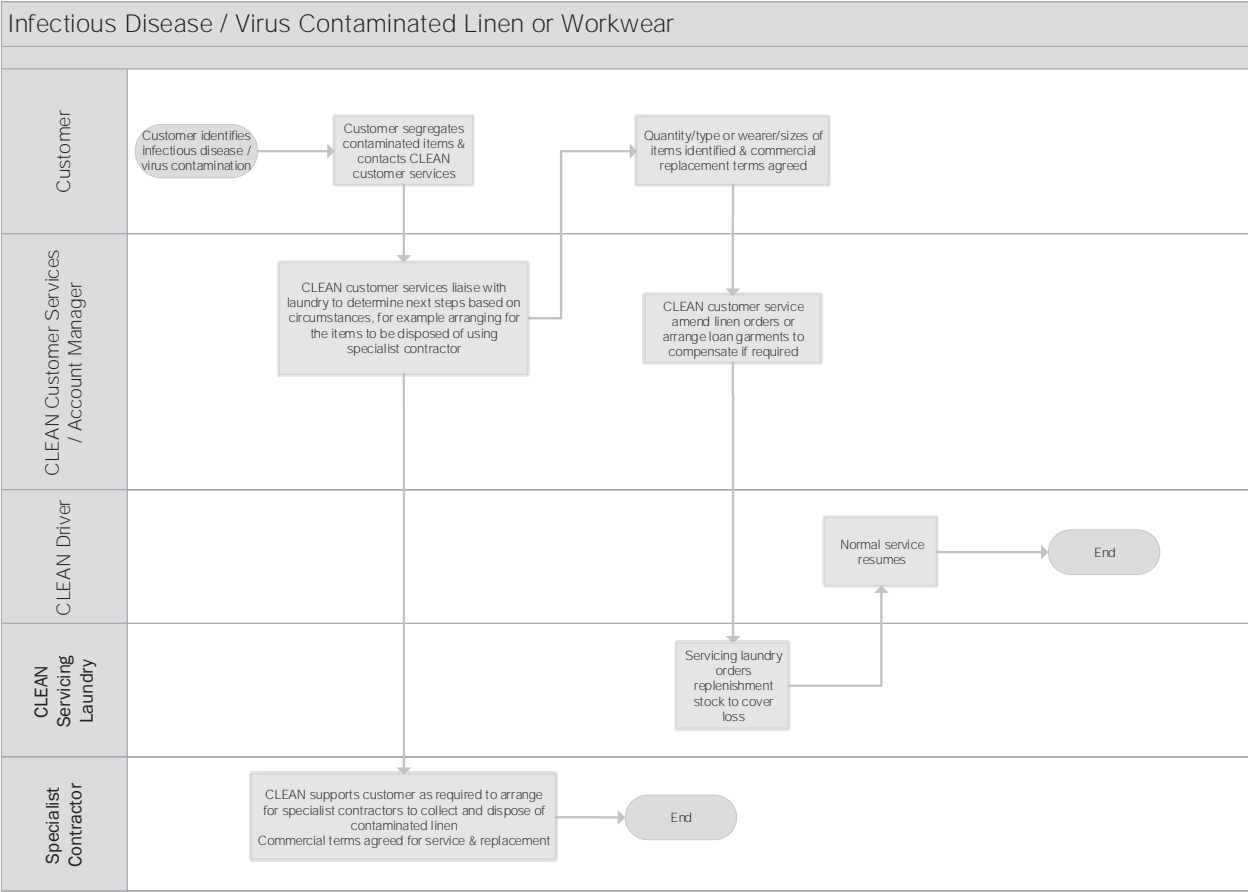
2. Infectious Diseases / Viruses

In the event that Linen or Workwear garments have been exposed to an infectious disease or suspected that it presents a risk to customers or laundry operations, we ask that our customers completely segregate affected items and inform our Customer Service Centre immediately. Ideally the contaminated items would be contained and quarantined at source to maximise segregation effectiveness, however if the material is already in transit to the laundry it is critical to let us know as soon as possible, including the collection address and the collection time period to prevent cross contamination with other linen.

The CLEAN customer service centre will then work with the customer to determine the most appropriate action for the circumstances. A range of options can be arranged for the segregated items from specialist hazardous waste disposal to a special intensive laundry process.

CLEAN remains committed to assisting our customers to resolve any issues with minimal disruption. A range of services are available to support recovery such as additional stock, rewash emergency linen deliveries, but is subject to the provision of a safe environment for our delivery Centres

Replacement of Linen and workwear charges may be applicable; however these will be determined on a case by case basis.

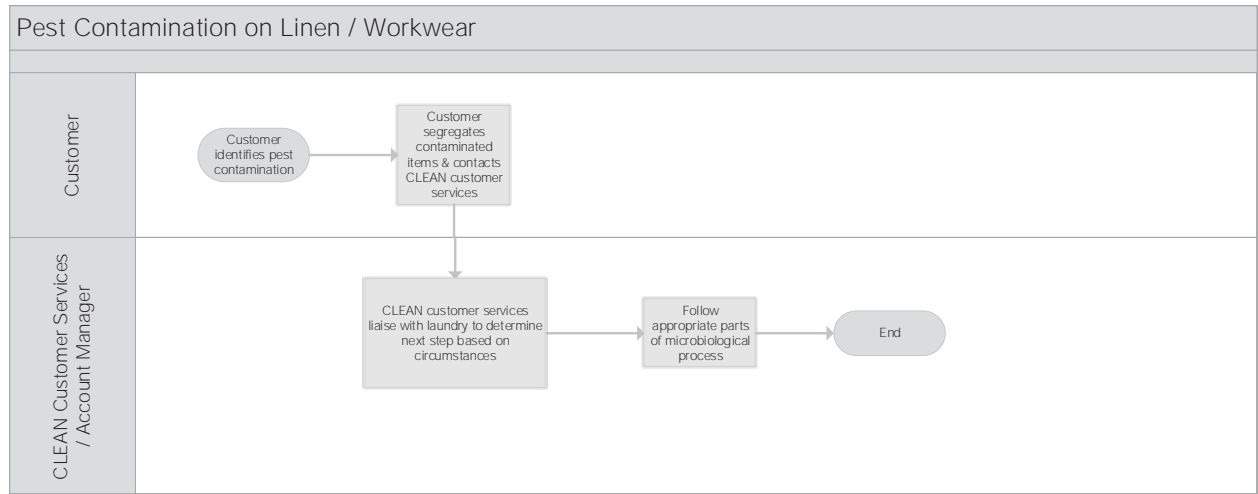


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3. Pest Contamination

If potential Pest Contamination is identified by a Customer, details of the type pest suspected should be ascertained. Where the potential pest contamination is limited to a small quantity of Linen/ Workwear (e.g. a single room), process as defined above against Microbiological should be followed. In the event a large quantity of Linen / Workwear is identified (e.g multiple rooms) at customer premises, the Servicing Laundry will be notified to determine the next steps and agree with the customer.

If the quantity of contaminated Linen / Workwear impacts on customers’ ability to provide service, and emergency delivery of Linen / Workwear will be made where possible.





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