

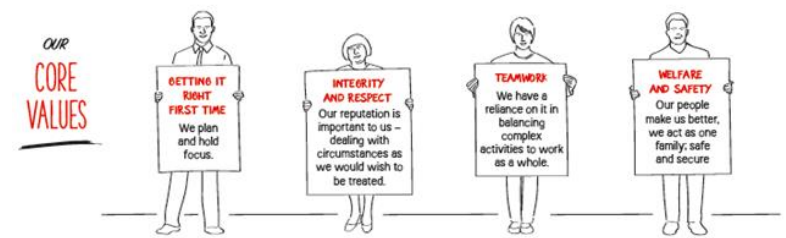
June 2020 (version 1.03)

Revised Policy & Procedure for a Covid-19 Secure Business

Key changes Swiss Camplings are implementing to ensure the welfare of our colleagues and Customers.

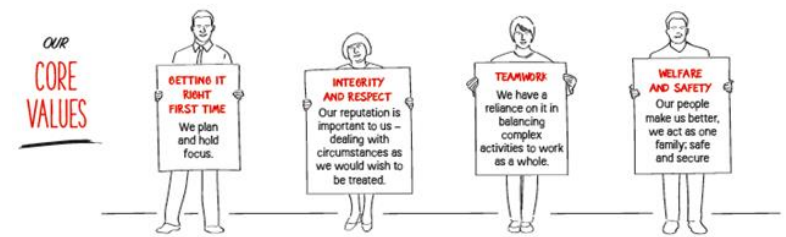
1. Handling & movement of linen

- To support the control of infection for all categories of Customer our laundries have a separate entrance and exit. This layout ensures **unidirectional flow** of linen which reduces the chances of dirty linen contaminating clean items.
- For infected, or fouled linen & workwear (including COVID-19) we operate a soluble **Red (alginate) bags** policy to **segregate** this category of soiling. This ensures we limit the frequency of contact needed, and our team **avoid direct contact** with contaminated textiles.
- Red bag laundry is **isolated in storage** for up to **72 hours** prior to wash..
- **Cages** which have been used for the transfer of confirmed Covid-19 contaminated linen will be **taken out of circulation** for a minimum of **72 hours, or spray disinfected** prior to being used again.
- In line with the Government guidelines, our production environment **workstations within the laundry have been revised** to ensure our team (employees) operate social distancing, with new Perspex partitioning for workstations now installed, **PPE being supplied**, and consistent 'teams' working together.
- To avoid additional handling of finished & clean product, all products will be supplied in their pack size multiple.
- All our teams will all have **completed the “Introduction to infection protection”** course online, with guideline hand washing signs in the washrooms. **New hand sanitation stations** are located within the laundries, offices, and communal areas.



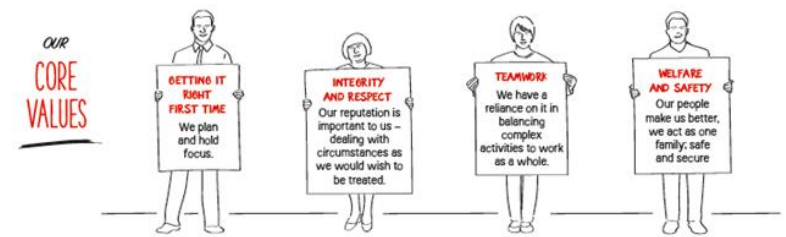
2. Wash Process (overview)

- We run a **thermal disinfection process at 71 Degree C for a min 3 minutes**, or >65C for 15 mins, vital for garments and flat cloths whilst the Ironer process operates at 170 Degree C to ensure total thermal disinfection. The washer will **not move** the textile batch to the next section **unless temperature is reached**.
- Our machine temperatures and chemical operating systems **are independently inspected** with a record kept every 6 weeks to prove this **compliance**; all records are available for inspection on our system which records all chemical and temperature fluctuations.
- All **detergents are dosed automatically** and all our wash equipment is fitted with **proof of dosage hardware**. In the event of a no dose signal, an audible and visual alarm will operate. The **machines will not continue the cycle until the alarm is acknowledged** by an operator and the dosage is re-primed. We also have thermo-stop controls on our equipment. The machines will not continue counting down through their cycle until the correct temperature conditions are met.
- Clean linen & workwear is wrapped in shrink wrap and then stored in linen bags for delivery to further protect them. Wrapped product will not then be re-opened until it is to be used by the Customers
- **Webnot & Hamper bags** used for soiled linen collection **are laundered** to ensure disinfection before being re-used for Clean stock distribution.
- A detailed one page report with our full wash process is available on request, including third party audit and control.



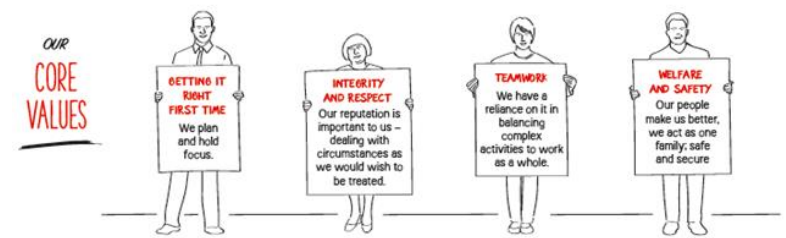
3. Deliveries & Collections

- Swiss Camplings drivers are **provided with PPE** which is to be worn at all times on Customer premises.
- Swiss Camplings drivers can only be expected to deliver 'Clean', & collect 'Soiled' linen to/from Customer locations that can be accessed whilst meeting the **social distancing guidelines**, typically an **outside location** (this may be different to previous)
- We request that delivery and collection points be **kept as clear** as is reasonably possible and **free from personnel**.
- Any **confirmed cases of COVID-19 at a Customer premises** need to be communicated to Swiss Camplings Customer services at the earliest opportunity.
 - **All contaminated soiled linen should be segregated, and isolated for at Customer premises for at least 72 hours.**
 - Contaminated linen should be made **clearly identifiable for our drivers to facilitate separation in transport** where possible.
 - Swiss Camplings can provide red bags where requested to **contain contaminated stock and ensure safe handling**.
 - Vehicles which have transported contaminated stock will be fumigated to ensure full disinfection
 - Any cages used will be isolated and disinfected before any subsequent use.
- Red Bag processing incurs an additional charge per bag to cover the cost of additional processes, and resource involved in dealing with these items.



4. Administration & Communal Areas

- **Additional spacing measures** have been taken to meet the social distancing requirements within our offices.
- All meeting rooms and our canteen facilities have **new hand sanitiser stations** installed.
- Our teams will all have completed the “**Introduction to infection protection**” course online, with guideline hand washing signs in the washrooms. Additional hand sanitation stations are also located at the canteen entrances.
- Whilst we know there is real benefit from all our team operating and being able to communicate face to face in the office, we have **enabled our administration** team to be able to work from home should they need to self isolate.
- We operate a **video conferencing facility** that can be used for appropriate Customer meetings, but we fully recognise the importance and value of meeting with our Customers face to face where it can be achieved meeting the Covid-19 secure guidelines.



A detailed report on our Wash Process

Detergent Supplier

Christeyns UK Ltd Rutland Street, Bradford BD4 7EA
M +44 7741 267820 **O** +44 1274 393286 **W** www.christeyns.com

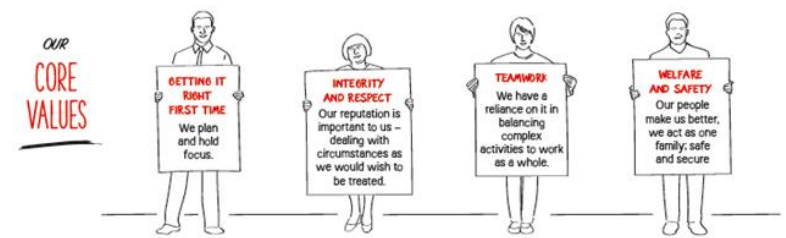
We have been in partnership with Christeyns for over 15 years and we use them exclusively at both our operating centres (Papworth & Great Yarmouth). They are a large European company with a strong UK base

The products and associated chemical disinfection data

RKI Process

The RKI or Robert Koch Institute is an institute from the German government. What they do for the laundry industry is to evaluate washing processes for effectiveness against viruses and bacteria. Their wash trials mimic the conditions of a pandemic (adding 12,5 mL/L of sheep blood to the wash liquor). We need to achieve a log7 reduction on textile swatches inoculated with reference organisms and ensure there is no growth in the wash liquor on 8 out of 10 samples.

They are a reference institute for over 20 years and Ms. Schwebke (leading the lab) has a hand in the writing of the new EN 16616 norm for disinfection.



Christeyns has processes registered - see below:

Which Christeyns virucidal products can be used in healthcare laundry processes against Coronavirus?

- Classical peracetic acid processes (active substance - peracetic acid):
- Personril (1.6 or 1.8 mL/L, 70°C, 8 or 10 min) (cf. RKI laundry processes)
- Personril (1.9 mL/L, 65°C, 10 min) (cf. 18th edition of the list with RKI approved laundry processes, not yet published)
- Personril (2 mL/L, 60°C, 15 min) (cf. RKI laundry processes)
- Personril (2.5 mL/L, 60°C, 15 min) (EN 14476, full virucidal activity, see Table 2)
- Peracid asepsis (2 mL/L, 70°C, 10 min) (cf. RKI laundry processes)
- Peracid asepsis (2 mL/L, 60°C, 15 min) (cf. RKI laundry processes)
- Peracid forte (0,7 mL/L, 70°C, 10 min) (cf. RKI laundry processes)
- Peracid forte (0,7 mL/L, 65°C, 15 min) (cf. RKI laundry processes)
- Peracid forte (0,6 mL/L, 60°C, 10 min) (cf. RKI laundry processes)
- Cool chemistry process (active substance - peracetic acid):
- Cool Asepsis/Brite (4.25 g/L, 60°C, 10 min) (cf. RKI laundry processes)
- Source: https://www.rki.de/DE/Content/Infekt/Krankenhaushygiene/Desinfektionsmittel/Downloads/BGBl_60_2017_Desinfektionsmittelliste.pdf?__blob=publicationFile.

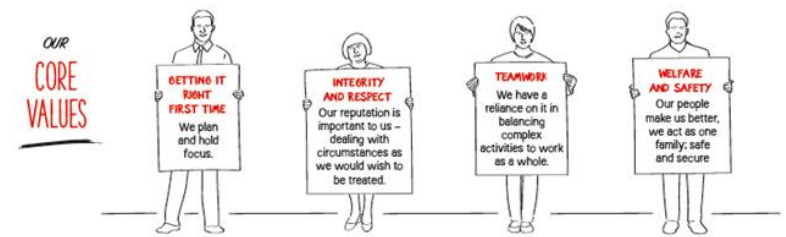
Washing equipment used and operating temperatures

Girbau washer extractors. Ranging from 110 kg to 8kg machines
Lavatec 50kg 16 stage bottom transfer continuous batch washer

Wash temperatures are either: 3mins minimum at 71c and above or 15mins minimum at no less than 65c

Two safeguards in operation

All detergents are dosed automatically and all our wash equipment is fitted with proof of dosage hardware. In the event of a no dose signal, an audible and visual alarm will operate. The machines will not continue the cycle until the alarm is acknowledged by an operator and the dosage is re-primed. We also have thermo-stop controls on our equipment. The machines will not continue counting down through their cycle until the correct temperature conditions are met.



Drying equipment

Two forms

Girbau gas heated suction dryers

This equipment operates with an incoming hot air temperature of 200c and an average exhaust temperature of 120c
They operate on a balanced temperature and infrared system

Fintec garment tunnel finisher

Continuous gas heated drying box with an average operating air temperature of 150c