



CCCLS Customer Advisory Proper Linen Handling During COVID-19

May 1, 2020

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CCCLS Sets the New Standard for Laundries

During the period that most of our customers were closed, CCCLS took this time as an opportunity to research what we need to do that is in the best interests of our employees and customers. Our new Procedures & Protocols ensures safety and cleanliness so every person we interact with can be assured that our Plant is the cleanest of any laundry in the region and that the Linen received by our Customers can be used with confidence by their Guests.

Our Protocols are:

- Employees have their temperatures checked upon entry.
- Employees are wearing PPE.
- Our breaks will be staggered so that Employees can maintain social distancing guidelines.
- Each evening, the entire Plant is sanitized using recently purchased Electrostatic spray machines that create a mist throughout the Plant, sanitizing every surface.
- All laundry carts will be fully sanitized with a recently purchased cart washer utilizing UVC lighting and disinfecting agents.
- All laundry carts will be covered.
- Drivers will wear PPE and have been trained to maintain social distancing on your property.



CCCLS has Purchased:

- Specialized Cart Washing System
- 2 Electrostatic Spray Sanitizing Machines
- 50,000 pairs of gloves
- 16,000 cart covers
- 3,000 face masks, including reusable
- 3,000 laundry bags
- 500 gowns
- 100 gallons of disinfectants
- Gallons of Hand Soap & Hand Sanitizer

We are ready for our customers.

Our existing wash process ensures that your linen is clean.

Our preparations now allow us to focus on servicing you this summer. We are ready. Our employees are excited to start working once again. Our suppliers are ready and able to provide us with our wash chemicals and other service products. Let's have a great 2020.

Visit www.cccls.com for more details of our preparations for 2020.

Call us at 508-771-5033 or email us at laundry@cccls.com if you have additional questions. Thank you.

Hotel & Restaurant Advice

Our research indicates that both the Laundry and the Customer must work together for mutual handling of clean & dirty linen to ensure cleanliness. The following protocols are what CCCLS suggests to our Customers moving forward.

Clean Linen Leaving CCCLS

- Linen will be placed in fully sanitized carts by Employees wearing proper PPE.
- At no additional cost, all carts will be covered with a disposable plastic cart cover.
- For customers that do not have linen wrapped in plastic, this is an option we can offer.
- The boxes of the trucks will be sanitized nightly in preparation for the delivery of clean linen the following day.



Handling Linen at Customer Location

We recommend once per day deliveries to ensure that cross-contamination does not occur at the Customer property. It is best to deliver all the clean & pick up the dirty at once.

Clean

- Employees handling clean linens should be wearing PPE.
- Housekeeping sheds and carts should be properly sanitized.
- Limit use of excess linen in room
- Clean linen must be kept completely separate from dirty linen.
- Minimize handling of linen on site.
- Table linen should be replaced after each guest.

Dirty

- Treat all linen that has contact with Guests as dirty. Even unused linen from the room.
- Note: we have not seen guidance regarding pillows yet.
- Place all dirty linen into laundry bags. Keep sheets & towels separate.
- Keep table linen & napkins separate from kitchen rags, using linen bags.

If your property plans on purchasing new linen this year, please be sure to provide us samples for us to wash for you. We like to be sure your investment will wash properly.

CCCLS has acquired 3,000 laundry bags available for purchase.

Call us at 508-771-5033 or email us at laundry@cccls.com if you have additional questions. Thank you.