

## INTRODUCTION

The following document highlights the comprehensive approach that Crown Linen LLC is taking to ensure the utmost safety for all stakeholders during this critical time. We are closely following the Centers for Disease Control and Prevention statements regarding the novel coronavirus (COVID-19) cases and we are following guidelines from this agency and local health departments.

As a supplier of laundry service to the hospitality industry we understand our role in providing high quality and properly sanitized linens to all our customer, so their guests can feel safe.

Crown Linen intends to amend and improve this document continuously to constantly provide the best and safest procedures possible.



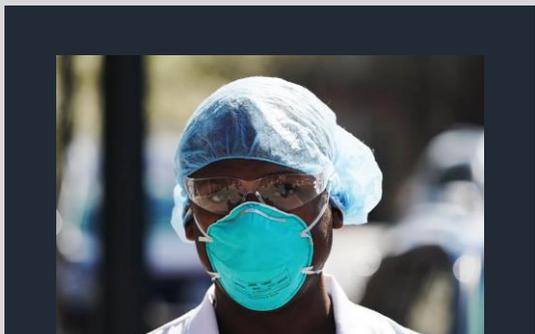
## PRODUCTION PROTOCOLS

### Adjustments to our Operational Procedures

- ❖ All employees must always follow Crown Linen's PERSONAL PROTECTION PROTOCOL guidelines while at Crown's facilities
- ❖ All Logistics employees must always follow the LOGISTICS PROTOCOL.
- ❖ Crown Linen facilities must always follow FACILITIES PROTOCOL and OUTSIDE VISITORS PROTOCOL
- ❖ Crown Linen will continue to use **Ecolab's AdvaCare™ Disinfectant**, the first laundry disinfectant and oxidizer to receive the U.S. EPA emerging pathogens claim as effective against SARS-COV-2, THE VIRUS THAT CAUSES COVID-19. (EPA reg.# 1677-193) (See attached document from Ecolab).

Ecolab's AdvaCare™ Disinfectant is the first laundry disinfectant and oxidizer to receive U.S. EPA emerging viral pathogen claim as effective against SARS-CoV-2, the virus that causes COVID-19.

- ❖ Crown will maintain its programmed washing, drying, and ironing temperatures which reach as high as 350° Fahrenheit. These temperatures are conducive to producing hygienically clean textiles. A temperature above **167° Fahrenheit** has historically been considered lethal against viruses in General according to the CDC. [https://www.cdc.gov/flu/resource-center/images/multi-language-pdfs/contamination\\_cleaning\\_english\\_508.pdf](https://www.cdc.gov/flu/resource-center/images/multi-language-pdfs/contamination_cleaning_english_508.pdf)
- ❖ Crown will sanitize linen carts immediately after being emptied of soiled linens. Carts will be fully sanitized before using them again to deliver clean linens.
- ❖ Crown will cover the interior of each cart with a plastic liner prior to the loading clean linen. The plastic liner will be placed inside the previously sanitized cart and it will be sealed to form a double protection for the linens.



## PROTECTING OUR ASSOCIATES

Protecting Crown Linen employees depends on emphasizing basic infection prevention measures. As appropriate, Crown Linen will implement good hygiene and infection control practices, including:

- ❖ Crown Linen set up stations to take the temperature of all employees before the start of the shift. If an employee's temperature is 99.0° F or higher employee will not be able to work.
- ❖ Crown Linen promotes frequent and thorough hand washing. Crown Linen provides soap and water and alcohol-based hand rubs in the workplace.
- ❖ The use of gloves is MANDATORY while at work in Crown Linen.
- ❖ The use of face masks is MANDATORY while at work in Crown Linen
- ❖ SOCIAL DISTANCING
  - a. Crown Linen follows recommended social distancing strategies by encouraging employees to keep at least 6 feet between people.
  - b. Crown Linen will ban gatherings or meetings more than 10 people (i.e. lunch breaks, meetings, and training sessions). Even in small meeting will maintain 6-foot distance. Breakrooms must be set up for the social distance protocol.
- ❖ Crown Linen increased the frequency of regular housekeeping practices, including routine cleaning of all recurrently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Refer to FACILITIES CLEANING PROTOCOL
- ❖ Crown Linen placed posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to the workplace and in other workplace areas where they are likely to be seen.
- ❖ Crown Linen encourages respiratory etiquette, including covering coughs and sneezes.
- ❖ Crown Linen encourages workers to stay home if they are sick.
- ❖ Crown Linen discourages workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- ❖ Crown Linen discourages handshaking.
- ❖ Crown Linen tries to promptly identify and isolate potentially infectious individuals as a critical step in protecting workers and others at a worksite.
- ❖ For guests visiting the facilities, please refer to VISITORS PROTECTION PROTOCOL.

Protecting the Linens in transit.  
Safe and Healthy Delivery.



### LOGISTICS PROTOCOL

- ❖ All Drivers must always follow Crown Linen’s PERSONAL PROTECTION PROTOCOL guidelines while at Crown’s facilities and while doing a delivery.
- ❖ All drivers must wear latex gloves and masks at all time while on duty (loading, driving, unloading) and specially while delivering and picking up at the accounts.
- ❖ To prevent cross contamination concerns, drivers must use a different pair of gloves for each account they service.
- ❖ All drivers must maintain Social Distancing while delivering at the properties.
- ❖ Drivers will only enter the hotel property and buildings to the extent that it is necessary to complete their work.
- ❖ Drivers will reduce interaction with hotels employees to a minimum and maintain proper social distancing.
- ❖ Drivers will not take breaks at customer locations and will minimize time at the hotel to what is necessary to complete their work.
- ❖ Drivers will perform an aggressive cleaning/disinfecting inside the truck cabins throughout the day.
- ❖ Drivers will be responsible to disinfect the back of box trucks and trailers between routes: After returning from each route and offloading the soiled linen into the plant, Drivers will spray a sanitizing solution in the trailer or box truck. They will make sure that all surfaces (E-track, Liftgate and base boards are properly covered). Once this task is completed, they will let the truck sit and rest for 30 mins to allow the sanitizing solution to dry.





## FACILITIES CLEANING PROTOCOL

Keeping the plants and offices clean and sanitized.

- ❖ All Custodians must always follow Crown Linen's PERSONAL PROTECTION PROTOCOL guidelines while at Crown's facilities. All custodians must wear latex gloves and masks at all time while on duty.
- ❖ To prevent cross contamination concerns, custodians will use a different pair of gloves for every hour of cleaning.
- ❖ Custodians will follow Crown Linen's cleaning procedures in the usage of disinfecting solutions and products.
- ❖ Surface cleaning of administrative areas will include all light switches, doorknobs, keyboards, computer, screens, phones, office furniture and all surfaces inside bathrooms as detailed in SOG.
- ❖ Surface cleaning in the operating plant will include breakrooms, rest rooms, all workstations, worktables, computers and screens, doors, light switches, control switches, etcetera as detailed in SOG.
- ❖ All areas in the operating plant that contact linen will be disinfected on an ongoing basis. These include, carts, tables, conveyors, etcetera.



## VISITORS PROTECTION PROTOCOL

To protect Crown Linen employees and Visitors visiting Crown facilities, the following protocol will be applied:

- ❖ All Visitors must schedule and appointment prior to arriving at the facilities.
- ❖ All Visitors must sign in and out upon entering the facilities.
- ❖ All Visitors must bring their own PPE (mask and gloves) to gain entrance and wear the entire time while in the facilities. Visitors not wearing PPE will not be allowed on the premises.
- ❖ Receptionist will have clean pens for Visitors to use at sign in. Pens will then be put in a separate basket to be sanitized prior to next use.
- ❖ All Visitors must have temperature taken by Receptionist with temperature gun. If guest's temperature is 99 or higher, they will not be able to access the premises.
- ❖ Visitors will wait in lobby until the person they are to see arrives in lobby to get them.
- ❖ Social distancing protocols will be enforced while Visitors are waiting in the lobby.
- ❖ Once Visitors leave Lobby the receptionist will wipe down the counter and spray the chairs to disinfect the cloth chairs.
- ❖ No handshakes will be permitted to greet any guest.
- ❖ If Conference room is used during a visit, all chairs, and table used during visit must be cleaned with disinfecting using wipes or spray.
- ❖ Visitors that are in to apply for job must follow all the above and will not be able to bring kids or other family members into HR office.