



LAUNDRY RECOMMENDATIONS

COVID-19
recommendations for
the wash process

Laundry room
cleaning procedure

Linen management
tips

Laundry room
cleaning procedure

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spotting

Strengthening our
Partnership with Linen
For Life™

* Please ensure the cleaning products you are using are effective against SARS-CoV-2 according to the European test EN14476 or your Local Authority's recommendations

COVID-19 RECOMMENDATIONS FOR THE WASH PROCES

CLAX DISINFECTION PROGRAMS	
THERMAL DISINFECTION Preferred option - easier to implement, and more flexible	CHEMO-THERMAL DISINFECTION Recommended for items that cannot withstand high temp
Wash program requires specific temperature and contact time to achieve disinfection	Wash program requires a combination of chemicals, temperature and contact time to achieve disinfection
Wash program NOT dependent on specific products for disinfection	Wash program dependent on specific products effective against SARS-CoV-2 ; in addition, all wash process steps need to be followed exactly as described
WHO guidelines for thermal disinfection <ul style="list-style-type: none"> • 70 °C for 25 minutes More stringent RKI guidelines also allowed <ul style="list-style-type: none"> • 85 °C for 15 minutes ▪ 90 °C for 10 minutes 	Product should be effective against SARS-CoV-2 following the European EN14476 test or other parvovirus test as for RKI. For example program with Clax Personril with adapted wash process



ROBERT KOCH INSTITUT*



*RKI listed processes are recognized as one of the highest standards to handle any kind of outbreak.

Notes: Please contact your local Diversey contact for more information
Example of Clax Disinfection programs can be found in the back-up slides

For the laundry process, follow a locally authorized wash process (i.e. local CDC)

LAUNDRY ROOM CLEANING PROCEDURE

For some delicate items, like for example duvets with feathers, thermal nor chemo-thermal disinfection can be applied

In those cases, it is recommended to put the delicate items into a closed linen or plastic bag and securely seal this bag for 4 days before following a standard wash process

- This recommendation is based on a recent [US funded study](#) endorsed by WHO that concludes SARS-CoV-2 (Coronavirus) can survive max 3 days*. We have added 1 extra day for safety
- It ensures that the delicates will be washed with extra care and not damaged by high temperature or a chemicals

Dry Cleaning is an alternative option; requires virucidal efficacy statement from Dry Cleaners (see back up slide)



LINEN MANAGEMENT TIPS

Below some suggestions for additional precautionary measures to prevent cross-contamination through linen and to make sure your hotel provides a safe and healthy environment:

- ✓ **Use protectors** for all pillows, duvets and mattresses

This provides an extra layer of **safety**

- For pillows, use *pillow case* and *protector*
- For duvets, use *duvet cover* and *protector*
- For mattress, use *bed sheet* and *protector*

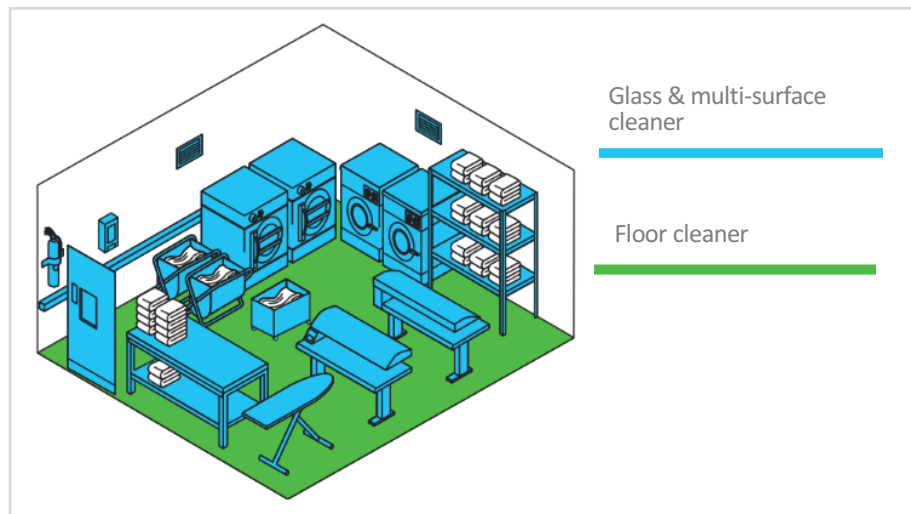
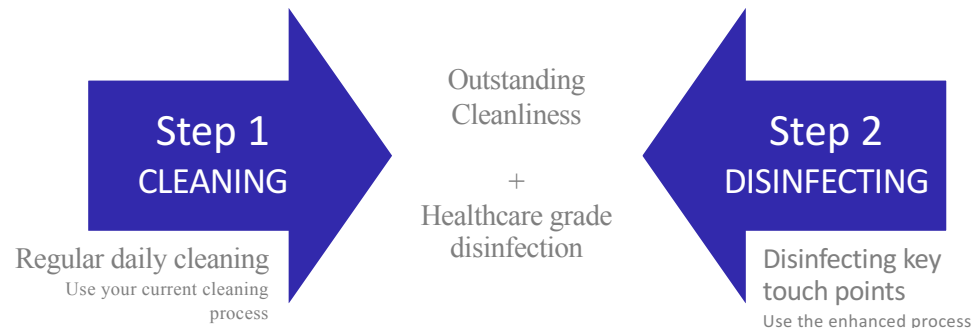
- ✓ **Increase frequencies of laundering duvets** without protector to after every guest check-out
- ✓ Temporarily **refrain the use of items** such as *blankets*, *bed skirts* and *decoration pillows* and limit/remove the Guest linen laundry service. After washing & drying, seal items in linen or plastic bags before storage

For facilities that outsource laundry:

- ✓ agree on procedures for linen collection
- ✓ ask statement from Commercial Laundry that they comply with all the required infection prevention requirements



LAUNDRY ROOM CLEANING PROCEDURE



ENHANCED LAUNDRY CLEANING IN CASE OF OUTBREAK

WHEN?
End of the day

Broad spectrum detergent disinfectant

- Effective against SARS-CoV-2
- 1 microfibre cloth or disposable cloth

AFTER CLEANING

- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands

BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves

Key high touch points

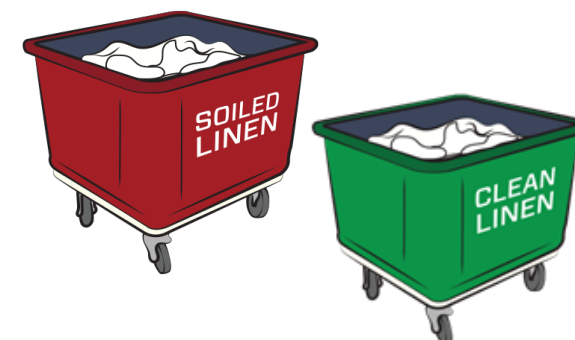
- All handles (not only doors)
- Switches
- Shelves
- Tables top
- Linen cart – in case of suspected case, after every use
- Washing machine window and top – in case of suspected case, door seal and door handle after every wash
- Dispensers (loaded, in good order, clean)

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LAUNDRY ROOM CLEANING PROCEDURE

To prevent cross contamination, follow infection prevention procedures for handling linen

- ✓ **Wear appropriate PPE**, check local public health guidelines
Generic recommendations: *gloves, masks and gown*
- ✓ Collect soiled linen from guest rooms then **sort and separate into different labeled carts** with cover to prevent sorting and linen agitation in the laundry room (example: 1 for bath linen and 1 for bed linen)
- ✓ Before handling clean linen, remove gloves and the gown, sanitize hands with alcohol-based sanitizer, then put on new gloves
- ✓ **Use colour-coded cart/trolleys** for soiled linen (red) and clean linen (green or blue)
- ✓ If linen chute is used, schedule time to use linen chutes so that no one is in the laundry when bags are dropped from high floors and prevent bags from bursting when landing in the laundry room
- ✓ **Wash linen immediately** when it arrives in the laundry room
- ✓ **Suspend pre-spotting** to minimize risk of infection through direct contact before washing and disinfection process



LINEN MANAGEMENT TIPS – BEFORE REOPENING

ITEMS	WHAT TO DO?	LAUNDRY SOLUTIONS
<ul style="list-style-type: none"> ✓ Bed and bath linen ✓ Pillow case & duvet cover ✓ Mattress, pillow and duvet protectors ✓ Spa towel and F&B linen 	<ul style="list-style-type: none"> • Wash all linen, including linen from storage rooms • Always check care labels 	<ul style="list-style-type: none"> • Follow best recommended Clax disinfection program based on linen supplier's recommendations
<ul style="list-style-type: none"> ✓ Curtains (cotton / synthetic) ✓ Sofa covers ✓ Cover of decoration pillows* ✓ Bed skirts* 	<ul style="list-style-type: none"> • Always check care labels 	<ul style="list-style-type: none"> • Follow best recommended Clax disinfection program based on linen supplier's recommendations • Dry Cleaning is an alternative option**
<ul style="list-style-type: none"> ✓ Blankets* 	<ul style="list-style-type: none"> • Always check care labels • Put in linen bags and securely seal the bags for 4 days and perform regular washing process after. 	<ul style="list-style-type: none"> • Follow best recommended Clax standard program based on linen supplier's recommendations
<ul style="list-style-type: none"> ✓ Staff uniforms 	<ul style="list-style-type: none"> • Always check care labels 	<ul style="list-style-type: none"> • Follow best recommended Clax disinfection program based on linen supplier's recommendations • Dry Cleaning is an alternative option**
<ul style="list-style-type: none"> ✓ Mattress – Sofa 	<ul style="list-style-type: none"> • Refer to in-room cleaning guidelines 	<ul style="list-style-type: none"> • In-room cleaning solutions

**In COVID-19 situation, we recommend to temporarily refrain the use of these items*

***Ask virucidal efficacy statement from your Dry Cleaning suppliers*

LINEN MANAGEMENT TIPS – BEFORE REOPENING

ITEMS	WHAT TO DO?	LAUNDRY SOLUTIONS
WITH PROTECTOR		
<ul style="list-style-type: none"> ✓ Pillows ✓ Duvets 	<ul style="list-style-type: none"> • Remove both layers: pillow/duvet cases/covers & protectors • Always check Care labels 	<ul style="list-style-type: none"> • Follow best recommended Clax standard program based on linen supplier's recommendations
WITHOUT PROTECTOR – AFTER RE-OPENING, RECOMMEND TO ALWAYS USE PROTECTORS		
<ul style="list-style-type: none"> ✓ Synthetic pillows ✓ Synthetic duvets 	<ul style="list-style-type: none"> • Always check care labels 	<ul style="list-style-type: none"> • Follow best recommended Clax disinfection program based on linen supplier's recommendations • Dry Cleaning is an alternative option**
<ul style="list-style-type: none"> ✓ Duvets with feathers ✓ Pillows with feathers 	<ul style="list-style-type: none"> • Always check Care labels • Put in linen bags and securely seal the bags for 4 days and perform regular washing process after. 	<ul style="list-style-type: none"> • Follow best recommended Clax standard program based on linen supplier's recommendations

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LAUNDRY CLEANING & DISINFECTION – after re-opening

ITEMS	GUIDELINES	LAUNDRY SOLUTIONS	FREQUENCY
<ul style="list-style-type: none"> ✓ Bed and bath linen ✓ Pillow case & duvet cover ✓ Mattress, pillow & duvet protectors ✓ Spa towel and F&B linen 	<ul style="list-style-type: none"> • Always check care labels 	<ul style="list-style-type: none"> • Follow best recommended Clax disinfection program based on linen supplier's recommendations 	<ul style="list-style-type: none"> • Daily for used bath linen • Daily for spa towel and F&B linen • After every guest check-out for all linen in the Guest Room (used and not used)
<ul style="list-style-type: none"> ✓ Curtains (cotton / synthetic) ✓ Sofa covers ✓ Cover of decoration pillows* ✓ Bed skirts* 	<ul style="list-style-type: none"> • Always check care labels 	<ul style="list-style-type: none"> • Follow best recommended Clax disinfection program based on linen supplier's recommendations • Dry Cleaning is an alternative option** 	<ul style="list-style-type: none"> • Double current hotel practice for curtains, bed skirt, sofa covers • After every guest check-out for cover of decoration pillow
<ul style="list-style-type: none"> ✓ Staff Uniforms 	<ul style="list-style-type: none"> • Always check care labels 	<ul style="list-style-type: none"> • Follow best recommended Clax disinfection program based on linen supplier's recommendations • Dry Cleaning is an alternative option** 	<ul style="list-style-type: none"> • Daily

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LAUNDRY CLEANING & DISINFECTION – after re-opening

ITEMS	GUIDELINES	LAUNDRY SOLUTIONS	FREQUENCY
✓ Guest Linen	<ul style="list-style-type: none"> Always check care labels 	<ul style="list-style-type: none"> Follow best recommended Clax disinfection program based on linen supplier's recommendation Dry Cleaning is an alternative option** 	<ul style="list-style-type: none"> On request
WITH PROTECTOR			
✓ Pillows ✓ Duvets	<ul style="list-style-type: none"> Remove both layers (pillow/duvet cases/covers & protectors) Always check Care labels 	<ul style="list-style-type: none"> Follow best recommended Clax standard program based on linen supplier's recommendations 	<ul style="list-style-type: none"> Double current hotel practice
WITHOUT PROTECTOR – AFTER RE-OPENING, RECOMMEND TO ALWAYS USE PROTECTORS			
✓ Synthetic pillows ✓ Synthetic duvets	<ul style="list-style-type: none"> Always check care labels 	<ul style="list-style-type: none"> Follow best recommended Clax disinfection program based on linen supplier's recommendations Dry Cleaning is an alternative option** 	<ul style="list-style-type: none"> After every guest check-out
✓ Duvets with feathers ✓ Pillows with feathers	<ul style="list-style-type: none"> Always check Care labels Put in linen bags and securely seal the bags for 4 days and perform regular washing process after 	<ul style="list-style-type: none"> Follow best recommended Clax standard program based on linen supplier's recommendations 	<ul style="list-style-type: none"> After every guest check-out

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LAUNDRY CLEANING & DISINFECTION – POST-SPOTTING

CLEANING PRODUCT



	Pre-spotting	Post-spotting
Pre-opening: Deep cleaning	/	+
Re-opening: Enhanced cleaning	/	+
Normal Operation	+	+

WHEN TO DO IT



Whenever a stain occurs in your fabrics

- ✓ **Pre-spotting should be suspended** to minimize risk of infection through direct contact of linen before washing and disinfection.
- ✓ Use Clax Magic for **post-spotting** only

CLEANING PROCESS

1. Wash hands & put on gloves
2. Spray the product on the stain
3. Wash as normal process
4. Dispose of dirty cloths in the laundry bag
5. Discard used gloves
6. Wash hands



STRENGTHENING OUR PARTNERSHIP WITH LINENS FOR LIFE™

CLEANING PRODUCT



WHEN TO DO IT



Whenever you need to discard of linens that cannot be used anymore

TURNING DISCARDED LINEN TO FACE MASKS

As of 20 April 2020, there are currently **5 Linens For Life™ face masks projects** in **8 cities** across Asia and Europe, with **11 partner hotels**. More than **50,000 masks** have been given, with our partner hotels and NGOs, to local communities and hospitals in COVID-19 areas. We recommend wash and clean discarded linen before giving away to NGOs.



Together with hotels and NGOs, we drive programs that create shared value for local communities.

CLEANING PROCESS

1. Wash hands & put on gloves
2. Share the linen that would otherwise be discarded, with Diversey team
3. We will bring it to an NGO in your community and repurpose the linen into renewed linens.
4. Share the face masks with your community