

## MICRONCLEAN ADVISORY MEMO

Reference: **Coronavirus (COVID-19)**

Issue Date: **12/03/20**

Distribution: **ALL Customers**

Since 31<sup>st</sup> Dec 2019, Micronclean Technical has been monitoring the reported outbreak of a novel coronavirus (COVID-19). The outbreak of this virus has now spread to numerous countries around the world, including the UK. As such, Micronclean has formed a Coronavirus Taskforce to increase its preparedness, and to ensure its business continuity, in the event of a wider outbreak. This taskforce has started to implement several pre-emptive measures according to the business continuity plan, some of which are detailed below.

Micronclean continues to assess the risk to its supply chain from COVID-19, and our Purchasing department is in daily communication with all of our suppliers.

Micronclean foresees no immediate risk to its ability to deliver garments to its customers. We are putting in place contingency measures to ensure that delivery to our customers will continue as normal, in the event of temporary reductions in staffing levels. Please note that there may be some elongation of repair times under these circumstances, and that delivery routes/times may alter slightly to ensure a continued delivery of garments.

We are still confident that the medium-term continuity of supply of our Micronclean branded consumables range, including our face masks and disposable garments, will not be affected by the coronavirus outbreak. The demand for these products is being closely managed to ensure existing customers are prioritised and orders are only being accepted based on customer normal order patterns. We have less control over other brands of Consumables and will continue to issue now limited stock to customers based on their historic demand.

We are continuing to closely monitor our core product lines and are in dialogue with suppliers to plan stocks of components and finished goods to ensure continuity of supply. With the increase in demand and limited raw materials there is likely to be increase in costs which we will endeavour to mitigate wherever possible. We will keep customers informed on an individual basis of any specific potential stock issues and offer alternatives where possible.

The available evidence indicates that COVID-19 is passed from person to person like other respiratory illnesses. There is currently no evidence that COVID-19 can survive on surfaces for very long, and as such there is no risk presented from any of Micronclean's goods which may have originated from high risk areas.

At Micronclean, our passion is to be the first to develop new technological solutions that change the shape of the markets we serve, creating quality and efficiency for our customers. Micronclean is the largest privately-owned laundry company in the UK employing over 450 people and has been owned by one family since 1929, tracing its heritage back to the Skegness Steam Laundry in 1883.

Micronclean has validated and certified, thermal disinfection wash programs, together with cleanroom-controlled handling practices, which have been shown to prevent any cross contamination between textiles. Garments which have passed through these processes will be free of coronavirus.

During this time of uncertainty, our customers may be asked to consider a whether a Skype meeting or phone conference, is a suitable alternative to a face-to-face meeting. This will help to protect both our customers and our staff. Customers may also be asked to postpone visits to, and audits of, our sites.

Micronclean has implemented several temporary measures to ensure that no staff turn up to work with symptoms and has also restricted international travel for its staff. Additional hygiene measures have been introduced for our delivery drivers, and staff who travel to customer sites.

Micronclean Technical will continue to monitor the advice from the WHO, CDC, ECDC and our colleagues at the TSA, and will update this advisory if necessary. If you require any further information, or have any questions about this memo, then please contact the Micronclean Customer Services team.

Kind regards

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