

MICRONCLEAN ADVISORY MEMO

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

Issue Date: **15/04/20**

Distribution: **ALL Customers**

Since 31st Dec 2019, Micronclean Technical has been monitoring the outbreak of a novel coronavirus disease (COVID-19). The outbreak of this virus has spread to most countries around the world, including the UK. In February Micronclean formed a Coronavirus Taskforce to increase its preparedness, and to ensure its business continuity, in the event of a wider outbreak. This taskforce implemented 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 critical suppliers.

Micronclean foresees no immediate risk to its ability to deliver garments to its customers. We have put 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 ensure stocks of components and finished goods to safeguard 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 supply chains for ethanol and propan-2-ol are under severe pressure, both in terms of availability and price. The global demand for these key disinfectant ingredients has grown in line with the need for greater hand and surface sanitisation, during the pandemic. Further, some governments have been controlling the trade of these solvents to protect supply. Currently the supply for both IPA and IMS are under strain and Micronclean is actively pursuing alternative sources with our supply partners, as well as working with our customers to validate alternatives to allow more flexibility and contingency planning.

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.

The available evidence indicates that COVID-19 is passed from person to person like other respiratory illnesses. There is currently no hard evidence that COVID-19 can survive on surfaces, in real world conditions, 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.

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 will be asked to participate in Skype meetings or phone conference, as alternatives 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 any other staff who travel to customer sites.

Micronclean Technical will continue to monitor the advice from the WHO, CDC, ECDC, Public Health UK 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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