



March 13, 2020  
RE: COVID-19 Information

As we all begin to feel the impact of the coronavirus (COVID-19), I want to share with you the steps we're taking at Excel Linen Supply to help protect the health and safety of our customers and associates, which is always our top priority.

We're closely monitoring local and national reports on the evolving impact of COVID-19 and, based on guidance from the Centers for Disease Control (CDC), the World Health Organization and applicable public health agencies.

Our housekeeping and sanitization efforts in our production facility has expanded. We're frequently disinfecting often-touched surfaces such as door handles, countertops, keypads, restroom surfaces, carts, washers, dryers, etc... We're asking all of our associates to follow the CDC guidelines to prevent the spread of the infection. We have implemented guidelines that instruct any associate who may develop symptoms or come into contact with infected individuals to stay home and follow the CDC's instructions.

All of our products we wash go through multiple processes to ensure any bio-organisms are destroyed. The wash process utilizes several techniques to assure that the bioburden is reduced or eliminated. These techniques include:

- a. Dilution: Several water changes during the cleaning process physically remove and flush away bio-organisms. Mechanical action is also a factor to consider as bioburden is loosened from the fabric by proper mechanical action.
- b. Heat: We wash in elevated temperatures (>140°F) which deactivates much of the common bio-organisms.
- c. pH: High pH (>10.5) will "attack" or deactivate bio-organisms. In addition, large swings in pH from neutral (7.0 – 8.0) in the first flushes to alkaline (10.5 – 11.5) during the main wash cycles to acidic conditions (5.5 – 6.5) will adversely affect bio-organisms.
- d. Oxidation: At this point, chlorine bleached and oxygen bleaches contribute to the deactivation of bio-organisms. Chlorine bleaches are well known to have excellent anti-bacterial and anti-viral efficacy. Oxygen bleach is considered to be somewhat less aggressive on bacteria and viruses, however, when combined with the other cleaning factors in a laundry formula, oxygen bleach is considered effective in deactivating residual microbes.
- e. Drying: items that go to the Dryers, face temperatures that exceed 180°F. For items that go through our ironers, the temperature of the chest exceeds 325°F. These temperatures on the fabric surface deactivates any potential remaining organisms.

As of March 13<sup>th</sup>, 2020, all of our reps are delivering linen and our production staff is working full time during regular hours to meet the needs of our customers. So far, this has not affected us in any way. If it does, we will communicate with you to make adjustments to deliveries and quantities.

Again, the health and safety of our customers and associates are our top priority and we're committed to doing our part to help keep you safe.

Thank you  
Anthony Brancato  
Owner/Operator