



www.lincolnlaundry.co.uk

COVID-19 UPDATE

Customer Information

In the light of the outbreak of Covid-19 have made unprecedented changes in the way we work. On 23rd March 2020, the hospitality sector came to an abrupt halt, which has resulted in the temporary closure of many commercial laundry operations.

Lincoln Laundry continued to operate throughout this period, providing services to clients that have remained open to support front-line key workers. We will continue to follow the guidance issued by UK Government, Public Health England, and Textile Services Association (TSA). However, we would still like to inform you how we are adapting in this new normal time.

New Normal Adaptations

At Lincoln Laundry, we have always prioritized the safety and well-being of our clients and employees, therefore, we have heightened our already robust hygiene practices. These measures are:

Staff

1. PPE provision for all laundry operatives and drivers.
2. Social distancing measures must always be adhered inside the facility.
3. Installation of additional sanitising stations.
4. Regular cleaning of machines after each load using disinfectant provided.
5. Staff are expected to clean shared area (kitchen, toilet, etc.) after each use.
6. Extra tissues (individual and for each stations) are provided.

Deliveries

1. Drivers must always wear PPE (gloves and mask).
2. Social distancing measures to be adhered at all times during interaction with customers.
3. Vehicle to be clean after each route.
4. Contactless deliveries and collection will be made where possible.

Wash Process

Prior to Covid-19, Lincoln Laundry have always washed linens at high temperature 65°C and above. Now, our process includes washing ALL laundry at 71°C for a minimum of 3 minutes (HSE) excluding mixing time. To the same extent, our ironer process operates at 170°C which is 126% higher than the required temperature to kill viruses (CDC). Therefore, we are confident that our linen is safe for all our clients.

For linen that cannot be washed at high temperatures or is infected, we will place them on a 72-hour holding buffer before cleaning.

Lincoln Laundry will follow guidance from TSA if there are any changes that needs to be made to ensure a better safety for our clients and employees.

Opening update

We are open

Queries

If you have any queries, please get in touch by email to info@lincolnlaundry.co.uk.

We look forward to working with you again soon. Stay safe.

Lincoln Laundry Ltd.

Registered office: Unit 6 Lindum Business Park, North Hykeham, Lincoln, LN6 3FE.