



# COVID-19 UPDATE

## **Background**

Covid-19 has impacted on, and changed all of our lives, here and across the globe.

Following the lockdown announcement in late March, the hospitality sector was brought to a sudden halt which impacted drastically on both Lilliput and our industry across the British Isles. At Lilliput we have continued to operate throughout the pandemic, supplying the Belfast Trust and hotels that have 'hosted' key workers. Whilst this has been a challenging time for the business, we believe that the experience puts us in prime place to reposition our operation to meet the guidance set out by central government, the Executive and our own trade association, the TSA.

## **What will be different?**

Every part of our plan has been built to ensure that the safety and well-being of our customers, your customers, and our own. This is our number one priority.

### ***Staff***

- All staff are temperature checked at the start of each shift and result recorded. (Records date back to March 2020).
- Risk assessments will establish the correct level of PPE to wear in each area.
- Segregation and protection of soiled and clean linen throughout the process cycle.
- Control of 'foot traffic' in the plant i.e. one way systems
- Installation of additional hand wash/sanitising stations.
- Programmed cleaning and disinfection of all communal areas which will be recorded and monitored.
- Staggered break times to allow social distancing measures to be maintained.
- Limiting visits to the plant other than by essential supply services.
- Utilising virtual software for online meetings where possible.

### ***Deliveries***

- Distribution staff will wear designated and agreed PPE at all times.
- Cabs and internal bodies of all vehicles will be cleaned after the completion of each route.
- Contactless deliveries and collections will be made where possible.
- We are working towards paper free delivery notes to reduce possibilities of cross infection.

## **Wash Processing**

There have been a number of ways to achieve disinfection in a wash process which include time, temperature and chemical dosage. As an industry, we have always washed in the past to HTM-1-04, which recommends 71oC for three minutes.

Lilliput is now moving to use the ECOLAB ProTEX 360o process which has been validated to kill the virus which causes Covid-19 (Information on the Lilliput Website). The TSA is also working with De Montfort University in Leicester to further validate chemical disinfection methods.

What should customers do if there is a confirmed contamination?

For any infected or contaminated linen, Lilliput can supply, at a small cost, a stock of soluble red bags (Alginate) which is then readily identifiable and can be stored for 72 hours prior to being subjected to a specialised process.

## **Restart**

As we have worked right through the pandemic, we do not need a specialised restart procedure. We are keen to start to deliver to our customers as soon as the 'lockdown' is lifted. There are still some unknowns, but in short, WE ARE READY WHEN YOU ARE!

We will work closely with you to ensure that our capacity to supply meets your demand, by bringing staff back from furlough as and when required.

## **How can Customers Help?**

We have already asked all our customers to carry out a full stock check and email the result to [RESTART@lilliputservices.com](mailto:RESTART@lilliputservices.com). Once the service resumes, we ask all our customer to adhere to current social distancing guidelines.

To help to reduce potential person to person contact, where possible we ask all customers to ensure delivery/collection areas are kept as clear as possible and that all soiled linen is left in that area ready for collection.

There are many challenges to come and in particular for us all to try to keep costs in line with revenue, especially in the pace in which we bring staff back from furlough and ensuring linen orders and delivery frequency matches demand.

## **Any Queries?**

We are conscious that legislation and guidance has been changing, working even more closely together has never been more relevant.

Should you need any help or have any queries, please email us at [RESTART@lilliputservices.com](mailto:RESTART@lilliputservices.com). We are here to help!