



Corporate Communication

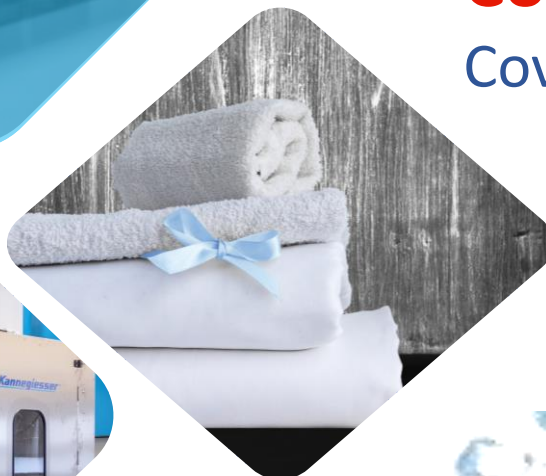
Covid-19 Prevention and Protection Measures



What happens
inside IDEAL

Possible Case
Management

Certifications



We remain true to our values for respect to our customers, our product, and our employees.

We have created a safe operating environment, shielding our company and our partners from the effects of the pandemic, while maintaining the excellent quality of our services.



Hygiene and Disinfection

- Provision of disposable PPE (masks, gloves etc.)
- Continuous surface disinfection.
- Disinfection Stations at each entrance.



Frequent Sampling Tests

We are cooperating with University of Crete to collect samples on a regular basis from the surfaces and water tanks of our facilities, and to perform microbial testing.



Work Zones Separation

We are establishing separate work zones, completely cutting communication of dirty laundry areas and the rest of the facilities.



Minimizing Human Contact

Automated transportation methods for our linen within our facilities. Using conveyor belts and air vacuum tubes to move products during the production process.

Personnel Protection Measures

Temperature Checks

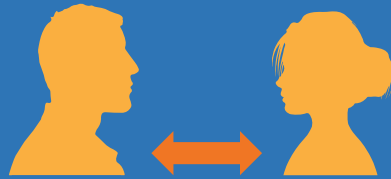
Daily temperature checks of our employees before the beginning of their shift.



PPE



Providing masks, gloves, uniforms and all relevant Personal Protective Equipment for our employees.



Keeping Safe Distance during work and break hours.



Hygiene stations at all work places.



Personnel Training And Compliance

We keep our employees updated with the recommendations from all relevant organizations. We perform regular trainings and audits in order to maintain personal hygiene both in our facilities and in our community, while protecting our product.



Possible Case Protocol

In case of a possible infection of a member of staff, or in show of symptoms, we immediately remove them from work and inform our health officer. We perform contact tracing and encourage them to stay home and seek medical advice.

Return to work takes place after satisfactory results of all relevant medical tests.

Logistics Network

Linen Collection and Sorting



1. Logistics Network

Regular Disinfection of:

- Vehicles
- Distribution Carts

2. Collection from Customer



PPE for drivers and handlers.



Collection of linen per type, in closed disposable bags.

3. Receiving the Linen in IDEAL



Adequacy of sorting and selection space, avoiding cross-linking of customers' linen.



Clear separation of dirty linen area (separate toilets and break areas for staff) avoiding contact with clean linen.



Loading for the wash process is performed per customer.



CHRISTEYNS
LAUNDRY TECHNOLOGY

Washing and Disinfection

We maintain a close collaboration with the innovative company Christeyns, achieving the best possible results in the washing process.

Combining washing temperatures (70°), variation of pH values (pH 12-5), and the mechanical action that the tunnel machines we use here in IDEAL can deliver, we guarantee the highest quality of disinfection and hygiene standards.

We monitor all washing stages using automated methods, and we collect data for critical parameters such:

- Wash Temperature
- Dosage and Type of Detergent used
- Water Flow and Quality
- Level and Variation of pH Values

Detergents

- Our detergents are certified from the relevant national and European authorities.
- All products comply with the European Disinfection Standards (EN1650, EN14476, EN1276 + A1, EN13697).
- We are using disinfectant product based on Hyperoxide Acid, delivering anti-bacterial, anti-virus and anti-fungal hygiene benefits.
- Automated dosage systems with frequent tests and controls.

You can find more information in our website:

<https://idealsa.gr/covid19/>

**KILLS
CORONA
VIRUSES**



Drying and Ironing

Drying and Ironing process, performed at 100° and 180° respectively, are acting as an additional protection shield against the spread of microbes.

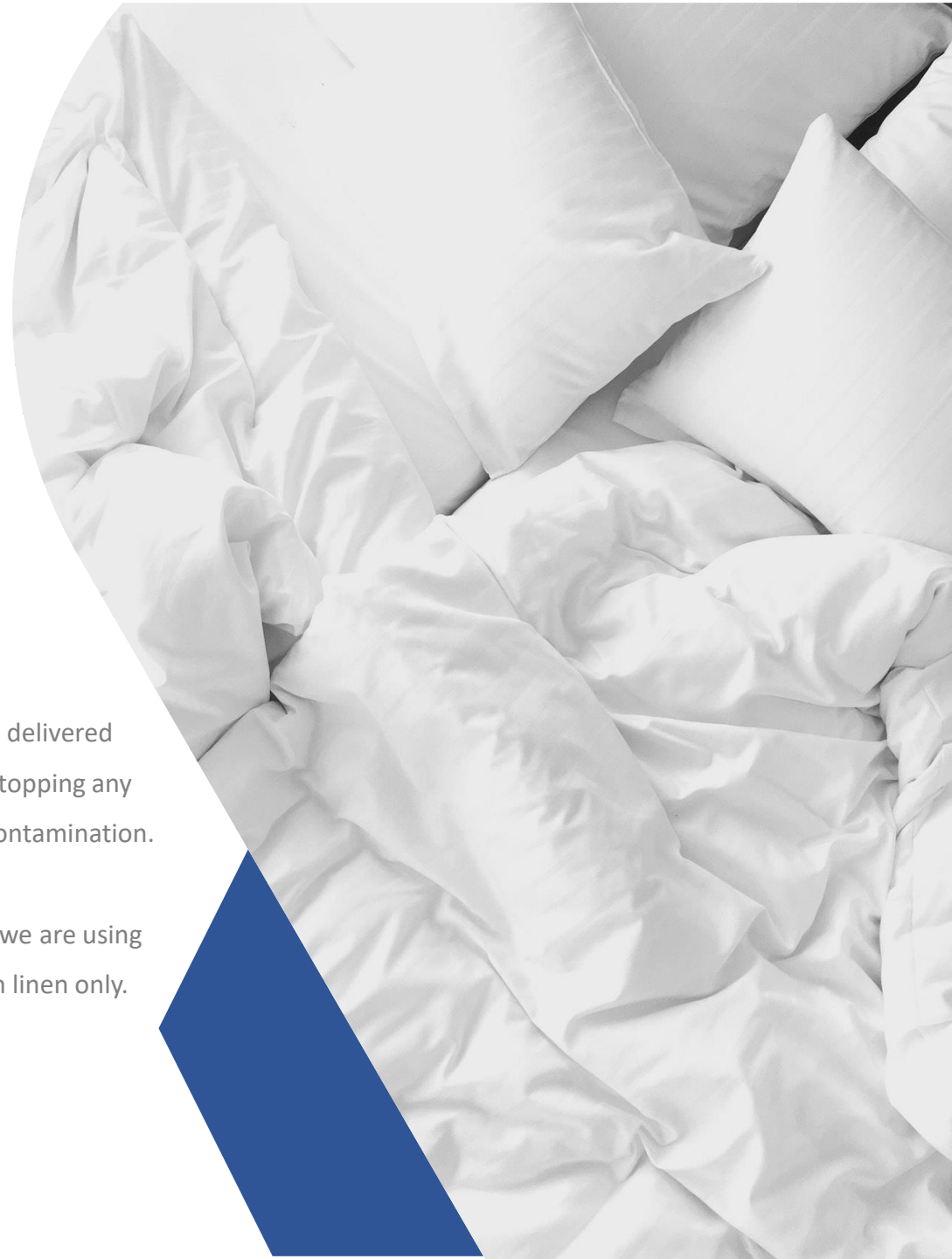
Feeding of linen into the machinery is performed with automated means such as conveyor belts and air vacuum tubes, while we provide all relevant PPE and perform regular disinfections where manual intervention takes place.



Packaging and Delivery

All clean linen is packaged in small quantities and delivered inside sealed recycled polypropylene bags, thus stopping any contact with outside environment and possible contamination.

In case of temporary storage inside our facilities, we are using separate space and carriages designated for clean linen only.



Case Announcement

Risk Management

1. Collection of Contaminated Linen

- Increased PPE for drivers and collection and sorting personnel.
- Receiving of linen in sealed disposable bags from the client.
- Use of separate distribution carts.
- Immediate disinfection of vehicles, carts and surfaces.

2. Receiving the Linen in our Facilities

- Isolation of contaminated linen in designated space.
- Washing in separate batch and machines, with no other linen.
- Using special wash process, with increased temperature and detergent dosage as well as increased washing cycle time.

Announcement of a Case

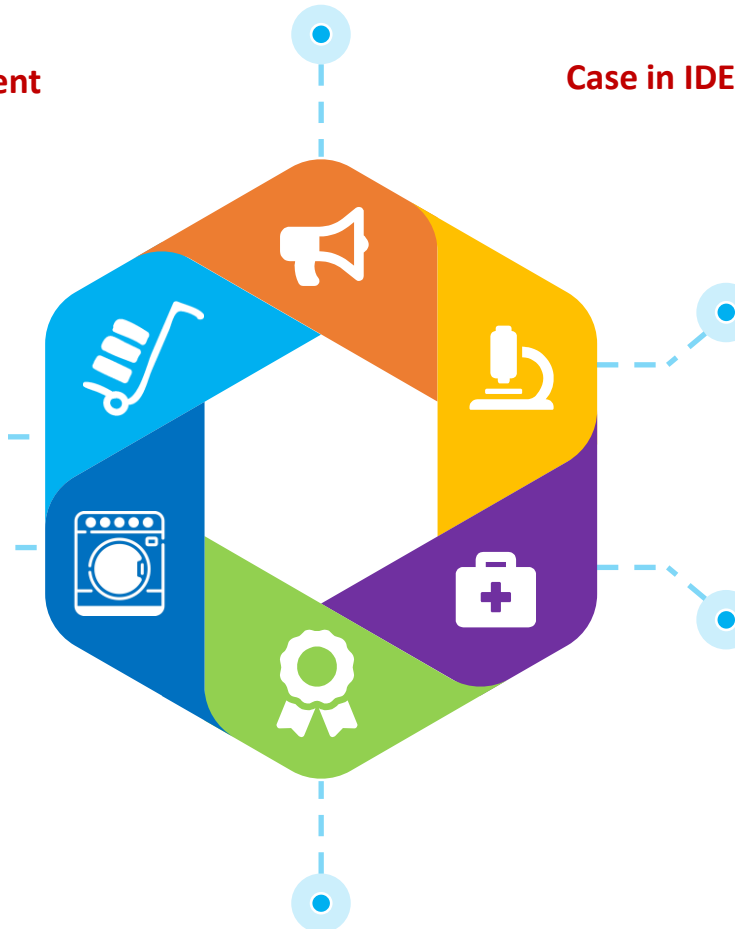
Case in IDEAL

1. Identification and Risk Management

- Immediate removal from work.
- Inform company doctor and the rest of the personnel.
- Contact tracing and removal from work possible contaminated personnel.

2. Next Steps

- Disinfection of our facilities.
- Return to work takes place only after satisfactory results of all relevant medical exams.



Successful Risk Management

Hygiene is our main priority.

We continue to follow all established protocols.



Certifications

Our company is once again running ahead of the recent developments by creating a safe operating environment, aiming to protect its employees and its customers.



Our company is awarded from **QS Zurich AG** with **ISO 9001** for its comprehensive and organized operations, thus contributing to the success of the measures taken so far, and with **ISO 14001** for its green policy and respect to the environment



We have established a continuous cooperation with **University of Crete** and the “Food, Water and Environment Microbiology Unit” of the Department of Medicine.

The aim is to perform regular inspections and testing from surfaces and water tanks in our facilities in order to identify areas of high microbe concentration.

TUV HELLAS
TUV NORD

We are working with **TUV HELLAS , TUV NORD** to perform all relevant checks, as well as document and monitor the completeness and efficiency of the operating framework that we have established.



Staying Safe

During COVID-19

Corporate Communication

We remain at your disposal for any further clarifications needed.

We value our continuous communication and we are happy to hear your thoughts and recommendations.