



**TSA GUIDANCE
RE-OPENING AND OPERATING GUIDANCE FOR
HOSPITALITY LAUNDRY
DURING THE COVID-19 PANDEMIC**

VERSION 1.1 MAY 2020
Reviewed November 2020

INTRODUCTION AND SCOPE

This good practice guidance document first constructed in May 2020 has been updated to reflect the latest changes in advice and to help laundries during this ongoing COVID-19 pandemic.

Whilst leading the textile services industry's responses to many challenges over several decades, it has been overwhelmingly evident to the TSA that each laundry is different in its own ways. Consequently, this guidance document addresses general issues and offers recommendations that you will need to consider during this unique and challenging time.

This guidance document has been developed in line with the Government guidelines with the following main underlying principles translated for a laundry environment.

The latest Government and HSE guidance is available via the links below:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses>

<https://www.hse.gov.uk/coronavirus/working-safely/index.htm>

1. Risk Assessment and Management:
 - The risk assessment for your business should address risks of COVID-19
 - Identify the risks your workers face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19
 - A good risk assessment is about identifying sensible measures to control the risks
 - Workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer
 - Careful consideration to people who may be especially vulnerable to COVID-19
2. Social Distancing:
 - Workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the Government. (keeping people two metres apart wherever possible).
3. Hand Hygiene and Occupational Hygiene:
 - Increasing the frequency of hand washing and surface cleaning

Although the scope of this document comprises predominantly health and safety aspects, it overlaps with some commercial and customer elements where appropriate. Additional to this guide, the TSA has prepared and published a guidance document and Interim healthcare Laundry Certification process for re-purposing a laundry to process healthcare items in line with BS EN 14065 practices and HTM 01-04 (applicable only for the duration of the COVID-19 crisis and may require further certification, post-crisis).

The TSA Team

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Please Note: Whilst the TSA have made every attempt to ensure the accuracy and reliability of the information contained in this document, the content is for general information purposes only and should not be used as a substitute for consultation with professional advisers. We do not represent, warrant, undertake or guarantee that the use of the information supplied within this document will lead to any particular outcome or result. We shall not be liable to you in respect of any business losses, including without limitation loss of or damage to profits, income, revenue, use, production, anticipated savings, business, contracts, commercial opportunities or goodwill.

About the Textile Services Association

The Textile Services Association is the trade association for the textile care services industry. The TSA represent commercial laundry and textile rental businesses. Membership ranges from family-run operations through to large, multi-national companies.

The TSA's Mission is to protect, nurture and develop the textile services industry and the supply chains in which it participates, creating an environment in which our members can thrive.

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SECTION ONE / When Do I Re-Open

For many, this will be the big question. Clearly you will need to be ready to support your customer needs, but a flexible and agile approach should be planned.

Nobody can predict anticipated volumes and there are still many uncertainties in the winter months ahead well into 2021, for example:

- When will global travel resume and at what volumes?
- Will business confidence return to pre COVID-19?
- What happens if further peaks continue to occur?
- When will a vaccine become available?
- What happens if you get a local outbreak within your team?
- Is there a long-term permanent Coronavirus effect (e.g. business conferences, training)?

The first six months of the pandemic has been a serious and unique learning curve, but there may still be more to learn and yet further revised practices with which to comply.

Demand & Capacity

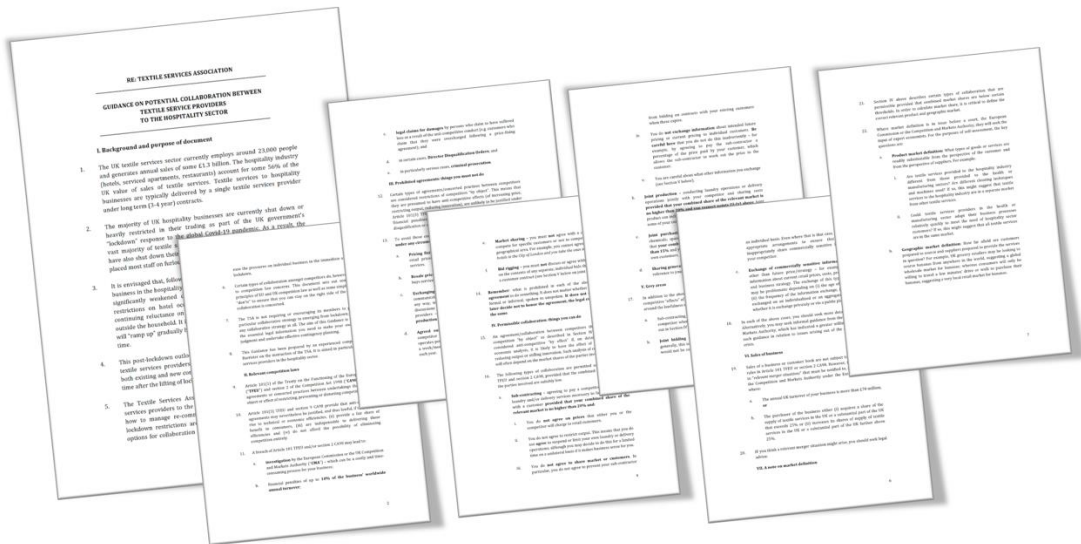
A key element of a re-opening plan will be trying to assess your ramp up volumes. Your customers will also be planning their re-opening schedules and plans; hence, it would be sensible to maintain a functional conversation with your customers. You should prepare for anticipated volumes as early as possible to provide reassurance to your customers.

Your preparations to prepare for anticipated volumes may include the following:

- Requesting customers to respond to demand surveys may prove effective in preparing for any temporary operational changes. You may want to consider the following as part of your survey:
 - When do you expect to re-open?
 - How many rooms and anticipated occupancy levels with timelines?
 - Will restaurants and bars also be open - F & B anticipated volumes?
 - Will conferencing/events be happening at what timelines
 - Would you accept a return of clean stock at the moment?
 - Would you want to revisit 'reject policies and benchmarks'?
 - If you send a stock checker out to your customers, is this still practical – if not what are the alternatives?
- You should prepare staffing capacity of your operation when you have applied social distancing guidelines. This will obviously have a significant impact on the volumes you can produce, you may find your total capacity is at 50% of normal trading volumes. This will help with shift patterns. Ask customers to share their risk assessments so you can brief your

delivery team. If they do not have one, it may be useful to have an industry “safe delivery” COVID RA template, so there is a united front.

- For independent laundries, you may wish to discuss your plans with other independent laundries in your area for phased reopening plans. The TSA have issued CMA guidelines (Competition and Markets Authority) to help you understand Competition Laws; sub-contracting may be a logical first stage. Please refer to [Appendix 1](#) for more details.



SECTION TWO / Getting Ready to Re-Open

Most of this guide reviews the physical elements of re-opening, but having calculated your anticipated demand and reviewed your new capacity levels we strongly recommend that you review your business and operational plans and adopt those cost reductions which are available.

These may include:

- Reduced delivery schedules - more stock to allow less deliveries. Optimise your processes to reduce/eliminate spend on top-up linen.
- Reduction in par stock at hotels (hotels are unlikely to need as much of your working capital)
- Check cash – do you need bank loans to fund the period of time before customers pay you
- Rent /lease negotiations – there may never be a better time to review these

Risk Assessments

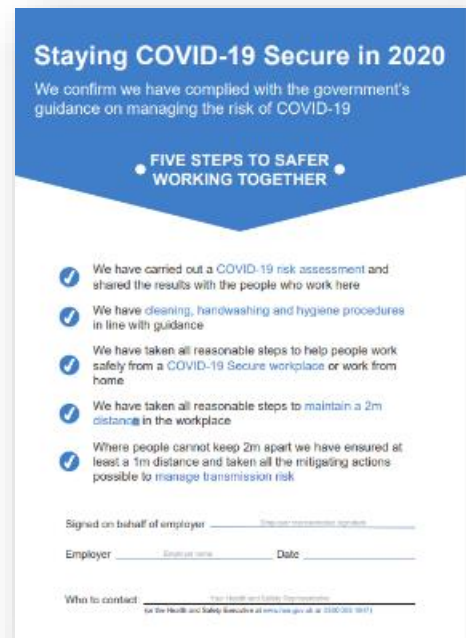
A key part of re-opening your laundry will relate to Risk Assessments and steps to address those risks identified. Such resulting decisions and action will depend on the nature of your laundry – size, layout, location, infrastructure, how it is organised, operated, managed and regulated. Risk assessments should be undertaken with collaboration and support from all levels of staff.

The Government guidelines consult with the health and safety representative selected by a recognised trade union or, if there is not one, a representative chosen by workers.

Government poster to display at work

<https://www.gov.uk/government/publications/staying-covid-19-secure-in-2020-notice>

<https://www.hse.gov.uk/coronavirus/working-safely/index.htm>



To help inform your risk assessments and your general re-opening plans, you may want to consider the following key elements:

Pre-opening Staffing Considerations

- **Staffing requirements:** You may need to carefully consider making some tough decisions on this aspect such as reduced hours, overtime payments, wages, change to contracted hours (more flexibility), even redundancies, etc. Careful considerations should be given to identify the number of staff who are able to work. At least for a time period, childcare may present a challenge for a significant part of a laundry workforce.
- **Shift patterns and rotas:** The Government guidelines actively encourage work-from-home for those who can during any lock down period. This varies depending on the local restrictions and tiered response to covid-19 outbreaks. Additionally, you should develop shift patterns depending on your demand survey with close attention to a ramp-up scenario. You may need to extend your working hours due to capacity limits whilst keeping in mind any site restrictions, hours of work, licence regulations etc. To manage the number of employees on site at a given time, you should consider avoiding shifts that overlap.
- **Staff rotation and allocation:** When selecting your staff requirements, consider reallocating high-risk (vulnerable) staff to low risk functions i.e. clean side. You should also carefully consider the extent of time the staff may be allowed to continuously wear certain RPE.
- **Breaks:** As much as practically possible, develop 'fixed team' breaks to allow most efficient social distancing measures. Tea-breaks, lunch breaks should be staggered to avoid overcrowding in communal areas.
- **Job Retention/Support Scheme:** Check the current status of Government support available. Some laundries may want to have the most competent employees back to work first as they may be best positioned to handle challenges of a reopening laundry. You should take measures of early communication with your entire team around likely staffing requirements with a phased timeline. For Multi-site operations you may want to have "live" sites and standby sites.
- **Getting to work:** If you have limited information on how your staff get to work, you should also consider conducting a survey. Depending on the Government guidelines and local conditions, it may be desirable for workers to avoid public transport.
 - You may wish to look at Government's 'bike to work scheme'. It may be reasonable to encourage your staff to bike to work within a five miles radius and walking for those within one-mile radius. You may wish to financially incentivise this by allowing a temporary and proportionate allowance to these staff. This will significantly depend on personal circumstances, health etc.
 - Staggering start times should also be considered i.e. flatwork, workwear production/ office teams.
 - Moving start times away from peak commute times
- **Staff reporting:** You should consider robust policies and procedures to report sickness and measures needed to isolate if any worker develops Covid-19 symptoms. You may wish to implement health checks that includes temperature monitoring.

- **Protective Equipment:** Depending on your risk assessment you will need to order this in, preferably washable, multi-use options.

Personal/Respiratory Protective Equipment

The Government guidance states *'unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.'*

The very latest Government advice is available on the link below. Further explanation of face coverings as detailed below has not changed.

<https://www.hse.gov.uk/coronavirus/ppe-face-masks/face-coverings-and-face-masks.htm>

According to WHO, decisions makers should consider the following:

- Purpose of mask use
- Risk of exposure to the COVID-19 virus in the local context
- Vulnerability of the person/population
- Population setting
- Feasibility - availability and costs of the mask, and tolerability by individuals
- Type of mask - medical mask versus nonmedical mask

If introducing PPE face masks, you should arrange for fit tests. Please note not all workers are compatible to wear RPE, for example asthma sufferers are advised not to.

Following are the main types of masks/coverings for your consideration:

- **Face coverings** - Circumstances where this is marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect the wearer, but it may protect others if you are infected but have not developed symptoms. As guidance from WHO and the Government departments have changed overtime on face coverings, you should check the latest legal requirements for workplaces.
- **Surgical masks** - These must be tested and confirm compliance with EN 14683:2019
- **Respirators** - If the intended use of the mask is to protect the wearer against infective agents (bacteria, viruses or fungi). N95(US)/FFP2(UK and EU) must be tested and confirm compliance with EN 149:2001+A1:2009

The prefix KN95 is sometimes used. According to University of Chicago sources, both N95 and KN95 masks are rated to capture 95% of tiny particles (0.3 micron particles). The main difference between N95 and KN95 are summarised as below:

1. N95 masks have stricter requirements for pressure drop while inhaling and exhaling. That means they are required to be slightly more breathable than KN95 masks
2. To be certified as a KN95 mask, the Chinese government requires the manufacturer to run mask fit tests on real humans with $\leq 8\%$ leakage

Due to the fact that used masks are considered highly contaminated, it is essential that:

- the body of the mask is not touched by the fingers/hands of the wearer
- hands are disinfected (full hand disinfection) after mask removal
- a mask is worn covering the nose and mouth of the wearer, at no time a mask is hanging around the neck of the wearer
- a used mask should be disposed of when no longer needed or between two procedures; when there is a further need for protection a new mask should be put on.

There have been several issues reported around CE compliance and fake certificates. Following Guide and Checklist can help address these issues effectively:

BSI Guide to Masks and Face Coverings

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BSI guide to masks and face coverings for use in the UK during the COVID-19 pandemic

May 2020

Introduction

As the UK moves to the stage of recovery from the COVID-19 pandemic, people are asking how they should protect themselves in situations where guidelines on social distancing are difficult to achieve. One of the most common forms of protection is a mask or face covering but, as there are different types of masks, it can be confusing to know what they are for and how they should be used. An inappropriate or poor design of mask or face covering may not protect the wearer adequately and may also lead to a false sense of protection.

This BSI guide summarizes the main characteristics of the four most common categories of mask and face covering available in the UK that health workers and the public may use.

If you are manufacturing PPE

Manufacturers of protective or medical face masks need to meet the requirements of the PPE Regulation, the Medical Device Directive or both and these products must feature the CE marking. This guide details some of the key technical specifications of which you need to be aware.

If you are a member of the public

Members of the public may use a face covering that is not classified as PPE or as a medical face mask. In this case, BSI has recommended that government should identify the level of protection that these coverings can give without being classified as PPE or a medical face mask and should set requirements for their design, including the need for independent assessment. Such an approach will provide a level of assurance to the public that the face protection they are using will be checked to have protective properties.

If you are involved in procuring PPE

To protect people effectively, it is important to select the appropriate type of PPE for the particular environment. It is also important to source PPE from a reputable supplier to ensure that it complies with the correct regulations. This guide contains information that you need to consider when purchasing PPE.

Overview of masks and face coverings

This paper gives a high level overview of the differences between the four main types of mask and face covering that are being used in the UK and throughout Europe to protect against the risk of coronavirus. Background information is also provided in the form of a taxonomy of common types of face masks, other personal safety equipment and other products such as face coverings.

2

<https://www.bsigroup.com/globalassets/localfiles/en-gb/product-certification/personal-safety/bsi-guide-for-personal-safety-equipment-0520.pdf>



BSIF Checklist for CE Certificates

CE Certificate Checklist

Are you sure that your personal protective equipment (PPE) is legal and its CE compliance certificate is genuine and relates directly to the performance of the equipment.

In the UK there are a number of reported cases of non-compliant and by definition, illegal items of PPE being placed in the market. Counterfeit PPE and Counterfeit CE compliance certificates are on the increase, with well established brands and notified bodies (authorised test houses) being the primary targets. The issue of counterfeit and illegal products is very serious. Often these products do not perform as they should, endangering lives and exposing an organisation to a risk of prosecution.

To help combat this ever increasing problem, the British Safety Industry Federation has created the Registered Safety Supplier scheme to signpost PPE users to reliable suppliers. In addition, in conjunction with the notified bodies, we have established links with Government to highlight fake and incorrect certificates and have these removed. This leaflet offers advice on how to check if the certificate for your PPE is genuine and what to do if you are concerned.

How easy is it to spot a counterfeit, illegal or incorrect CE Certificate?

Did you know that all PPE must be supplied with instructions for use and be appropriately tested and marked with a CE marking? Without it the product is illegal to use as protective equipment in the workplace.

Did you know that you can (and probably should) request to see the CE Certificate relating to any PPE?

Did you know that there is a requirement for all certificates to contain a number of pieces of information? Without these you should be suspicious.

Did you know that you can phone the notified body relating to any certificate and confirm its authenticity?

To assist specifiers and users of PPE to spot fake or illegal CE Certificates, experts from within the BSiF have created the following easy to use checklist. Further copies can be downloaded from www.bsif.co.uk

Certificate Checklist


Checklist	Yes	No
Does the certificate clearly contain the notified body's name and number? (4 digits)		
Is the notified body from within the EU? There are few non EU notified bodies and therefore caution should be taken		
Does the certificate show signs of tampering, i.e. differing fonts and sizes, colour changes etc?		
Does the certificate contain a date and notified body signature? (generally an individual)		
Does the certificate have its terms and conditions included? (it should)		
Does the certificate show a clear description of the product, including model references, specifications and test references?		
Does the certificate state that it is an EC type-examination certificate?		
Does the certificate include a manufacturers name and address?		
If a validity period is stated on the certificate, is it still current?		

It is a requirement that the PPE instructions are precise, comprehensible and provided at least in the language of the country in which it is sold. CE certificates will be in the language of the country the notified body operates from and may also be in English (although this is not a requirement).

More information can be found at www.ec.europa.eu/enterprise/sectors/mechanical/legislation/personal-protective-equipment

If you have answered 'No' to one or more of these questions then you should immediately contact your PPE suppliers for advice. You can also speak directly to the notified body for confirmation of the validity of the certificate. If you are still uncertain why not give the team at BSiF a call on 01442 248744 and they will do their best to help.

BRITISH Safety Industry Federation
BSiF House, 3 Austins Mews, Hemel Hempstead, Herts. HP1 3AF
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<http://www.bsif.co.uk/wp-content/uploads/2019/03/Certificate-checklist.pdf>

Staff Training

You should work with your staff to address various aspects to help you implement Government and industry guidelines. Additionally, you should clearly identify their responsibilities and equip them as best as you can to comply with the same.

Review all staff training records and implement a re-training programme addressing the key elements of your new SOP's. Staff need to understand their role in maintaining a safe and managed environment for all. Try to accommodate a brief remote re-induction for all staff – this could simply be a remote video training for each site or area showing what controls are in place. This will help manage expectations when they arrive back to work after a while.

Additionally, you may want to give careful attention to developing measures to address the following areas:

- Mental health – there has been increased concerns around mental health patterns because of the Covid-19. Returning to work may prove overwhelming for some compared to others. You may want to openly invite discussions and offer help if needed in line with available resources.
- Re-affirm the risk controls and assessments – your training should cover all measures taken in terms of assessing and managing risks. Specifically, staff should be trained in the principles of:
 - Social Distancing
 - Identifying symptoms and when to self-isolate
 - Any amended SOP's that relate to COVID-19

Remember to train all your staff – including those who work off site and agency staff. Managers should be trained in the importance of maintaining social distancing and whilst it should be accepted that people will find it difficult to change the habits of a lifetime it should be clear what the consequences are for those who wilfully disregard the rules

A staff safety training checklist template is available in [Appendix 3](#).

Pre-Opening Site Infrastructure Considerations

The TSA has already prepared a detailed re-opening checklist for the plant and machinery elements of the factory. A summary is included in [Appendix 2](#) and the checklist can be downloaded [here](#).

Prior to re-opening, you will need time to prepare the factory for operation. There may be a considerable amount of work to be done to get the site ready. When your staff walk in, they need to feel confident and safe. Equally your customers may well request evidence that you are COVID-19 Secure.

During the first lockdown period in 2020, it was necessary for several laundry sites to be mothballed until the Government decided to ease some restrictive measures. The TSA had also developed a shutdown checklist to preserve the equipment as best as possible.

A summary is included in [Appendix 2](#) and the checklist can be downloaded [here](#).

The following is a brief summary of the key elements of a start-up procedure following a prolonged period of shut down. References to specific guidance are available via the TSA website and greater detail can be provided on request. Further guidance is being compiled concerning the requirements to design and manage the entire customer service operation following the Coronavirus experience.



Ensure a minimum of three competent persons in attendance
 Survey the complete site and check all buildings externally.
 Inspect all vehicles and follow standard checks before driving.
 Enter the building and implement security and fire safety procedures.
 Inspect all utility services supplies and services generators.
 Take meter readings.
 Inspect all machines and equipment and ensure their isolation from all services.

Review the 'Site Closure check list' and reverse the shut-down procedures, performing risk assessments on each item of equipment.
 Follow the correct procedures for all services and services generating equipment. See table below which shows essential comments only.
 Re-commission each machine in turn following the manufacturer's instructions. Refer to the machine break down and maintenance records.
 Prepare for processing work, staff training, quality control and process optimisation.
 Review your Business Continuity Plan and Risk Assessments/Method Statements; the BSI standards link provides guidance and there are industry specific models available.
 Refer to your Health and Safety Policy.
 Manual and Corporate Responsibility Strategy. Industry specific models with guidance and check-lists are available.
 Refer to TSA Health, Safety and Environmental Guidelines; read the Table of Contents for general guidance and then selective critical advice sections.

Further guidance is available for the following:

- Model Risk Assessments for laundries and distribution depots.
- Managing contractors on site; essential guidance including CDM brief when required.
- Induction pack for new starters.
- Operational and Engineering training modules; referenced or delivered.
- Energy and Environmental surveys which may also incorporate Carbon Foot Printing.

Check the current status on the following key Health and Safety elements:

- H&S POLICY
- RISK ASSESSMENTS
- TRAINING DOCUMENTATION/OPERATOR CERTIFICATION
- MANAGEMENT AND IMPROVEMENT PLAN
- ACCIDENT/INCIDENT REPORTING/INVESTIGATING
- SSOW, MANAGEMENT OF CONTRACTORS ON SITE, PERMITS TO WORK
- VISITORS ON SITE PROCEDURE
- COSHH, PRESSURE SYSTEMS, ELECTRICAL DISTRIBUTION, PAT
- DELIVERY STAFF ON CUSTOMERS SITES
- INDUSTRY GUIDELINES AND LEGISLATION
- INSURANCE AND REGISTRATION DETAILS FOR ON AND OFF SITE – PUBLIC, EMPLOYER, MOTOR
- SITE OPERATOR'S LICENCE
- VEHICLE AND DRIVER LEGISLATION
- ENVIRONMENTAL STATEMENT OF COMPLIANCE
- THE SITE OPERATIONAL MANUAL (GENERAL REGISTER) / WASTE MANAGEMENT
- FIRE PREVENTION, REGULATIONS, R.A., SITE PLAN, DRILL LOG
- EMPLOYMENT LEGISLATION – Recruitment, Absenteeism, Disciplinary procedures, etc.
- ENGINEERING INSURANCE
- ASSET MANAGEMENT POLICY


Reversing the Shut-down Procedure - FOR REOPENING LAUNDRIES

	Restart and Ramp up
Boilers	
1 - Drain, refill with fresh water and standard treatment	N/A
2 - Fill boiler and note. Add extra water treatment	N/A
3 - Drain boiler	N/A

The following guidance is provided for the purpose of ensuring that equipment which has been taken out of service, isolated from all services and which is no longer in normal use, is maintained in good order.

Before you close, you should consider the following:

- wash up all soiled stock
- run a hot wash as your last cycle on all washing machines
- review security procedures - who has keys?
- how will you continue to receive deliveries and post
- customer communication
- notify insurance company
- set up rota to inspect premises at least every other day



When closing the laundry, there are key procedures which should be addressed before leaving the building and then managing the site during the closure period:

- consider the external temperature - any risk of frozen pipes etc
- meter readings
- isolation of all services to equipment, but maintain to other essential systems, e.g. sprinkler system, telephones, alarm systems, etc
- maybe worth considering to photograph all equipment on the asset register
- consider disposal / sale of consumable stock
- audit and photograph all stock on site
- fire risk assessment and 'closing the door' check list
- security arrangements - do you need to appoint a company
- plan future site visits to check the site and undertake required maintenance (see below)
- start to work on the 'Re-Start Plan' including commissioning, risk assessments, staff training, etc

LAUNDRY CLOSURE - PLANT EQUIPMENT PRESERVATION

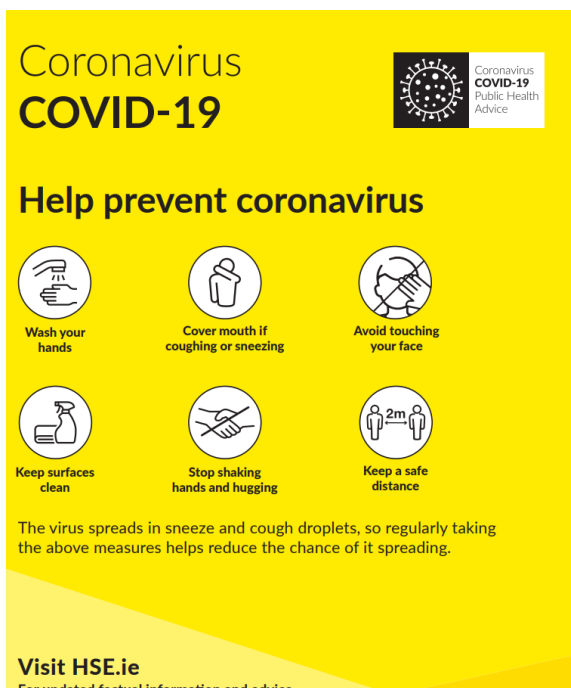
		Closure Period <4 weeks	Closure Period >4 weeks
Boilers			
1 -	Fill boiler and note. Add extra water treatment	Y	N
2 -	Drain boiler	N	Y
3 -	Pressure wash boiler tubes	N	Y
4 -	Remove mud hole doors	N	Y
5 -	Clean debris	N	Y
6 -	Open access doors	N	Y
7 -	Brush boiler tubes	N	Y
8 -	Open crown valve	N	Y
9 -	Drain float chambers (if fitted)	N	Y
10 -	Drain water pumps	N	Y
11 -	Disconnect or isolate services	N	Y
12 -	Clean control panel	Y	Y
13 -	Cover control panel	Y	Y
14 -	Blow out debris, lint from motors	Y	Y
15 -	Grease all bearings. Fan, burner pumps etc (Self lub bearings N/A)	Y	Y
	Clean burner (Rotary cup if fitted)	Y	Y
Note:	Electricity supply to be left connected	Assess need	Assess need
Blow Down Vessels			
1 -	Drain vessel	Drain vessel	Drain vessel
2 -	Clean internally	N	Y

Social Distancing Principle

Social distancing requirements have significant impacts on all areas of the laundry operations. We are attempting to address each area separately. There are various options to evidence the practice and encourage compliance– these will include signage, floor markings, staff training, physical barriers, access/egress procedures, management of communal facilities, staggered starts etc.

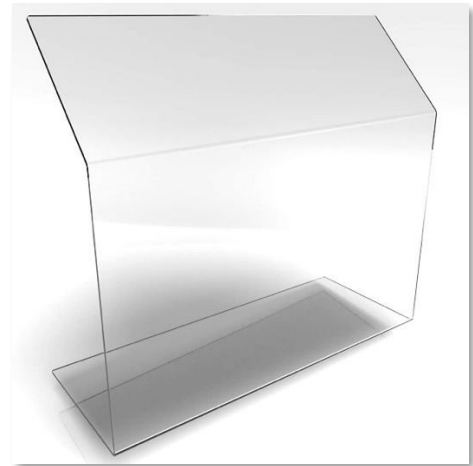
All employers are expected to follow social distancing guidance, including laundry businesses, as far as is reasonably possible. Where the production environment makes it difficult to do so, employers should consider what measures may be put in place to protect employees. Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance (for example, social distancing) to control public health risks, they will consider taking a range of actions to improve control of workplace risks.

Once staff have left the laundry processing areas and removed any protective clothing, social distancing and further hand washing guidance should be adhered to. It is good practice to garner input from representatives from all levels and departments within each site when planning these measures.



When you develop your plan, make sure you have ordered the materials where required. There may be a high demand, hence we recommend getting this arranged as early as practically possible.

Some examples of the physical tools which laundries are using



SOCIAL DISTANCE FLOOR LABELS: 500mm

Staff Facilities

Staff / Visitor Entrance and Egress

Where possible try to create separate entrances and exits. Attendance monitoring devices may also need to be reviewed, particularly finger/hand-print scanners. It's more the potential congestion at clock in time than the device which is only the same risk as a door handle. Visitor policy should also be reviewed, generally visits should not be encouraged. Except for fire safety reasons, you should consider leaving the doors open or fitting hands-free foot pull openers to the door. Reception areas may be equipped with a COVID-19 visitor medical questionnaire and clear instructions to maintain a 2m distance from any host staff. It may also be effective nominating a staff to ensure compliance to these policies.

Toilets

Depending on your risk assessment, it may be appropriate to lock every other toilet cubicle and mark social distancing at urinals. If toilets are equipped with lids, it is recommended to flush the toilets with closed lids in order to minimize the release of droplets and droplet residues from plumes in the air. You should consider effective signage and instructions. Obviously, make sure soap is available and we would recommend additional signage on hand washing. Your soap supplier may be able to provide these.

Cloak Rooms

Outdoor clothing and personal items should not come in contact with other people's items. Where personal lockers are provided, this should be okay. However, sharing of lockers and other communal storage areas should be eliminated. To encourage more regular hand washing away from an enclosed cloak room environment, it may be possible to install hand washing stations within the factory, particularly in soiled linen areas, entrances and exits.

Canteens

Vending machines need to be risk assessed with a view to limiting contact. Display clear signage and instructions. Where payments are taken, contactless would be a better option. Consider if retrieving doors on some of the vending machine whether there is a possibility of taping up or removing to allow less contact surface area. Tables should be allocated to work teams so there is no increased social mixing. Communal fridges should be removed/locked. Staff should be encouraged to bring their own food where possible. You may even consider allowing some teams to remain in their workspace to eat i.e. office teams. Any communal cutlery / plates should ideally go through a hot wash in a dish washer.

Drink/Water Stations

Depending on the risks you have identified, you may want to consider disconnecting drinking stations within the factory. Staff should be encouraged to bring their own water bottles.



Meeting Rooms and Shift Briefings

Considering the social distancing requirements, you should limit the number of people allowed in meeting rooms at any given point in time. You should reassess your shift briefing areas to either physically distribute the team or to hold briefings in separate sessions.

Process for Handling Suspected COVID-19 Contaminated Linen

In most cases, it might prove very difficult to receive a timely report of potentially infective linen. This may be due to various factors such as the time gap in hotel guest reporting procedures and/or just the lack of communication from customers. However, laundry operations should be able to make a final decision on whether the infective linen (known or suspected) to be returned to the laundry for processing. Thermal or chemical-thermal laundering processes i.e. competently validated processes may be adequate to inactivate lipid enveloped viruses in textiles.

Individual operators should work with their customers, chemical and machinery suppliers to develop robust procedures to collect, sort and disinfect the linen.

This should be developed in light of your customer expectations, equipment capabilities and the potential of developing further competencies within your operations.

There may be a significant portion of the soiled linen waiting to be processed in the hotels or laundries since the businesses were advised to be closed. There is a high probability that this stock may have been badly soiled/mouldy and may need specific process to bring the textiles back to a usable state. You should also consider pest control measures if there is a need.

The TSA is developing further resources to address any concerns in relation to reusable products and services. This should help you work with your customers to maintain their confidence.

Members of the Association have committed to a TSA Pledge scheme to return hygienically confident products to their customers. This means working with their customers, staff and competent suppliers, TSA members would be able to provide the confidence that the items received for the end use is clean and safe.

Please find out more on the TSA website: <https://www.tsa-uk.org/resource/tsa-we-are-in-this-together.html>

Suppliers

Discuss with your suppliers about the stock you need and check that your account is live if you have not cleared debt and any issues have been discussed.

Provide your suppliers with your COVID-19 risk assessments that covers topics such as delivery points, contractor management, safety training, reduced available space etc.

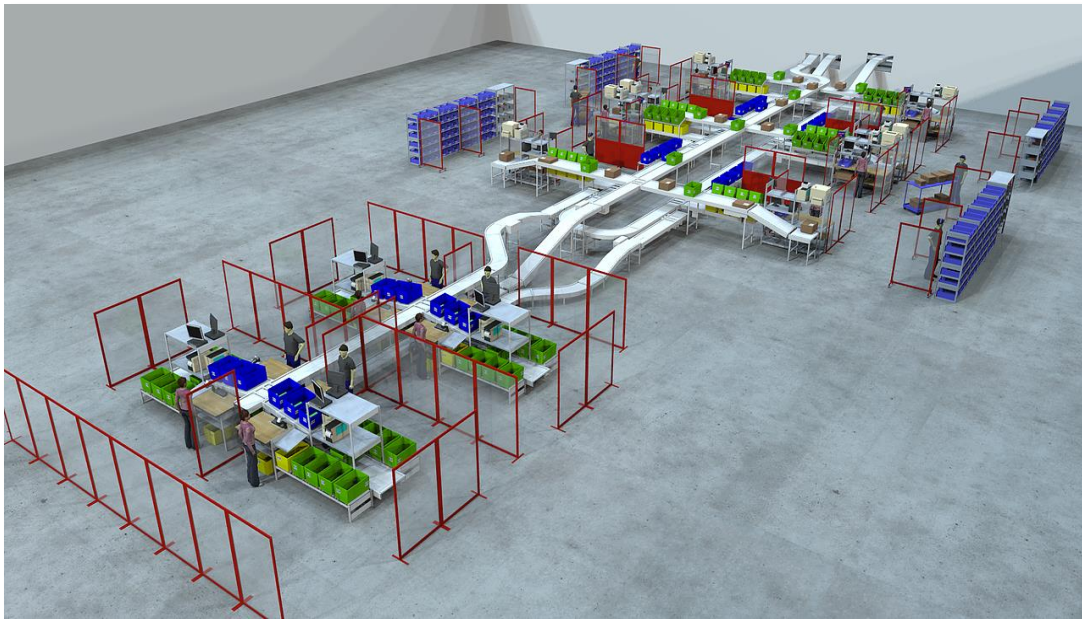
Factory Floor

General Principles

The whole process needs to be reviewed to limit cross contamination and encourage social distancing. Some points have already been covered but further consideration should be given to the following:

- Creating one-way systems where possible, particularly in packing areas where gangways may be narrow
- It may be possible to install additional hand washing stations away from cloakrooms and toilets particularly in soiled areas of the operation
- Review the entire process and work out what you need to order, or can your engineer make some of it?

An example of a generic factory redesign (by a company selling screens!):



Air Movement

With winter fast approaching, air movement will play an important part in maintaining pleasant working conditions and statutory temperatures. As with the previous advice for the summer period, the same principles of drawing in fresh air at one side of the building and exhausting it at the opposite side should be implemented in preference to closed re-circulation. This may of course prove difficult and expensive to achieve whilst maintaining regulatory conditions and some consultative support may be required. Radiant tube heaters may provide an option in certain locations and obviously personal clothing needs should be addressed.

The following previous advice offered for the summer months has been retained in this document:

- Increase air supply and exhaust ventilation:
 - In laundries with mechanical ventilation systems extended operation times are recommended.
 - Change the clock times of system timers to start ventilation at nominal speed at least two hours before the building usage time and switch to lower speed two hours after the building usage time.
 - Consider increased exhaust ventilation (natural space or forced) at the sorting area to help reduce contained airborne risks.
- Use more window airing: In laundries without mechanical ventilation systems it is recommended to actively use operable windows (much more than normally, even when this causes some thermal discomfort). You may want to label windows which are part of a forced air ventilation instructing staff not to close them.
- Ceiling fans may want to be turned off while the laundry is in operation.
- Limit the use of air conditioning unless absolutely essential (heat wave).
- Where possible bring fresh air in and try not to force draft air circulation within enclosed space.
- Safe use of heat recovery sections: Consider all the possibilities of risks from heat recovery devices such as leaks or inadequate filters.
- Room air cleaners can be useful in specific situations, although to be effective, air cleaners need to have at least HEPA filter efficiency.

Transport & Vehicles

The vehicles that have been immobile need proper checking. If you have SORN'd vehicles, you should re-tax them. Make sure all drivers have adequate PPE depending on the risk assessments. The vehicles should also carry the necessary barrier products (bags, boxes) to transport potentially infected linen. You may also wish to supply the vehicles with cage shroud (covering – plastic or fibre) to effectively manage soiled and clean items in the vehicle.

Offices & Call Centres

Depending on existing layouts you may need to re-arrange these areas to encourage safe working. You may want to consider the following pointers:

- Where possible limit capacity to one person per 6m²
- Use back-to-back working principles



- Use dedicated desks and avoid multi use of telephones/headsets etc
- Privacy screens may need to be extended to act as social distancing screens
- Hot desking should not be allowed without strict cleaning procedures

SECTION THREE / Operational Guidance

This section looks at the operational changes you may want to consider. It does not cover all scenarios but should act as a useful process review to create safe working practices.

General Hygiene Principles

- Staff should not come to work if feeling unwell. Training should have already been given in recognising the symptoms
- Staff must wash hands on arrival and then at agreed frequency or based upon an activity i.e. loading/unloading vehicle
- If feeling unwell or displaying symptoms, make sure staff report in line with your procedures
- You should provide adequate supplies of suitable cleaning material and equipment
- Work Area – As much as possible, create a clear flow of work thereby removing clutter
- First Aiders should be issued with additional PPE

Cleaning Guidance

General cleaning regimes will need to be increased. Key focus areas will include:

- Between Shifts
- Contact points
- Waste bins should be emptied more frequently and personal waste (tissues etc) should have their own bins with lids on and liners

A cleaning checklist template is available in [Appendix 4](#). You should update this template to suit your cleaning regime.

Track and Trace Alerts

All businesses are now working with the implications of track and trace system if any employee is affected by it. However, the requirements may change in the future as the Government's response to the pandemic evolve as they continue to monitor local outbreaks and death rates.

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Transport and Vehicles

Some points to consider when starting your operation:

- Where possible, use vehicles with a separate cab. Where you have open cabs through to the load, can you create some form of barrier
- Try to avoid dual staffing vehicles
- Ideally, it should be one driver for one vehicle. If this is not possible, then a strict hygiene regime between driver changes on shared vehicles
- Limit vehicle movement within the yard to ideally only the driver
- Consider only the driver loads and unloads the vehicles
- Disinfecting vehicles

Collection from Customers

The TSA and UK Hospitality have developed some SOP's for the collection of soiled linen. We recommend you send these to your hotels and where possible ensure they are followed.

Guidance for Laundries and Guidance for Hotels



- Driver may be able to phone in advance to allow the load to be ready for collection avoiding the contact with hotel teams
- Consider taking photograph on collection/delivery instead of recording signatures?
- Where pens need to be used, these should be personalised
- Ideally, clean linen drop-offs and soiled collection should be from separate areas.
- All drivers should be trained in procedures for handling potentially contaminated linen
- Work with your customers to prepare soiled collection, ideally shrouded ready for loading
- Try to work with customers for a single ground-floor collection and delivery points ideally as near as possible to an entrance or exit to limit the driver exposure to customer staff and guests

Storage of Soiled Linen

On arrival at the laundry ensure that the linen is kept separate from any contact with clean linen. Create a specific storage area for linen that you have been notified is potentially contaminated.

Sorting

This is clearly an area of the laundry where the procedures are most likely to be amended. Most of the points to now have been around social distancing to avoid getting infected or spreading the disease. In the sorting areas, there is a (very small) risk of handling infected linen so the procedures here are critical and worthy of extensive review.

- Staff should wear dedicated outerwear while working with soiled linen
- You should issue PPE to all staff handling potential infected linen; the actual PPE requirements will depend on your risk assessments but may include the following:
 - Gloves
 - Face Masks
 - Respiratory Masks
 - Eye protection
 - Plastic Aprons
- You should consider ways to minimise the handling of soiled linen. If unavoidable, you should handle gently.
- The sorting staff should be instructed to avoid throwing soiled work. Place gently where possible.
- Containers (Cages) – Depending on your risk assessments, you may want to introduce procedures to sanitise all containers before placing clean work in them.
- Consider labelling cages to show they have been cleaned (removeable tag etc.)
- All hampers should be processed as soiled linen
- Hands should be washed every hour

Sorting Any Infective Linen

Sorting area will be another part of the laundry where the risk assessments would identify several levels of risks. Depending on your risk assessments, you may want to consider:

- A dedicated area to store infected linen
- Either store the known/suspected infective linen for 72 hours or process immediately. It should remain bagged until handled.
- You should develop and follow an effective infective linen procedure for processing.
- After handling infected linen, all relevant surfaces and contact points should be cleaned and hands washed.

Washing

Generally washing procedures will not have changed. Laundries have always processed to hygienic standards, but some may wish to amend them in line with BS EN 14065 and HTM 01-04.



- Staff should wear dedicated outerwear while working with soiled linen
- You should issue PPE to all staff handling potential infective linen, the actual PPE requirements will depend on your risk assessments but may include.
 - Gloves
 - Face masks
 - Respiratory masks
 - Eye protection
 - Plastic aprons
- You should consider ways to minimise the handling of soiled linen. If unavoidable, you should put procedures in place to handle gently.
- When it comes to single door wash extractors, you should develop procedures to clean wash equipment surfaces after loading
- You should consider ways to minimise and/or shield splashes from drains
- As detailed before, you should work with your suppliers to set wash programmes adequate for SARS-Cov-2 contaminated textiles
- You should develop procedures to wash soiled containers thoroughly before use with washed textiles
- You should identify manual contact possibilities with clean goods and develop procedures to minimise the same
- Careful consideration of transfer between areas should be given. As much as practically possible, use dedicated resources for soiled and clean area.

Washing Infective Linen

In line with your agreed procedures, potentially infective linen should be processed separately to normal linen. After handling infective linen all relevant surfaces and contact points must be cleaned and hands washed. In most cases, it might prove very difficult to receive a timely report of potentially infective linen. This may be due to various factors such as the time gap in hotel guest reporting procedures and/or just the lack of communication from customers. However, laundry operations should be able to make a final decision on whether the infective linen (known or suspected) to be returned to the laundry for processing. Thermal or chemical-thermal laundering processes i.e. competently validated processes may be adequate to inactivate lipid enveloped viruses in textiles.

Drying

All products at the stage of drying should now be “safe “. Therefore, the main focus is to avoid recontamination.

- You may wish to wear a face mask to protect the linen
- Lint cleaning should be done carefully to avoid generating additional dust
- Where possible use “clean only trollies” for dried work.

Calendering

As with drying all product is “safe “so the main focus is to avoid recontamination.

- You may wish to wear a face mask to protect the linen
- Where possible use “clean only trollies” for preparing work.

Clean Storage

You may find due to the lack of demand that you require significantly increased storage area for clean linen.

Packing

Work should only be packed into hygienically clean containers (hampers or cages). Other points to consider.

- If you “Split Packs” (three bath sheets not five, etc) you may want to suspend this
- Make sure you have good stock rotation
- You may need to use a one-way system for picking stock

ADDITIONAL RESOURCES AND INFORMATION

1. First-aid during the coronavirus (COVID-19) pandemic
<https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm>
2. Managing risks and risk assessment at work
<https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>
3. Coronavirus (COVID-19): advice for employers and employees
<https://www.acas.org.uk/coronavirus>
4. Local lockdown levels (Postcode based)
<https://www.gov.uk/find-coronavirus-local-restrictions>
5. Very high level lockdown rules
<https://www.gov.uk/guidance/local-covid-alert-level-very-high>
6. High level lockdown rules
<https://www.gov.uk/guidance/local-covid-alert-level-high>
7. Medium level lockdown rules
<https://www.gov.uk/guidance/local-covid-alert-level-medium>

CONTACT DETAILS & FURTHER INFORMATION

We have endeavoured to provide all information as clearly and comprehensively as possible, however, if you wish to discuss any elements of this document in further detail please do not hesitate to get in contact.

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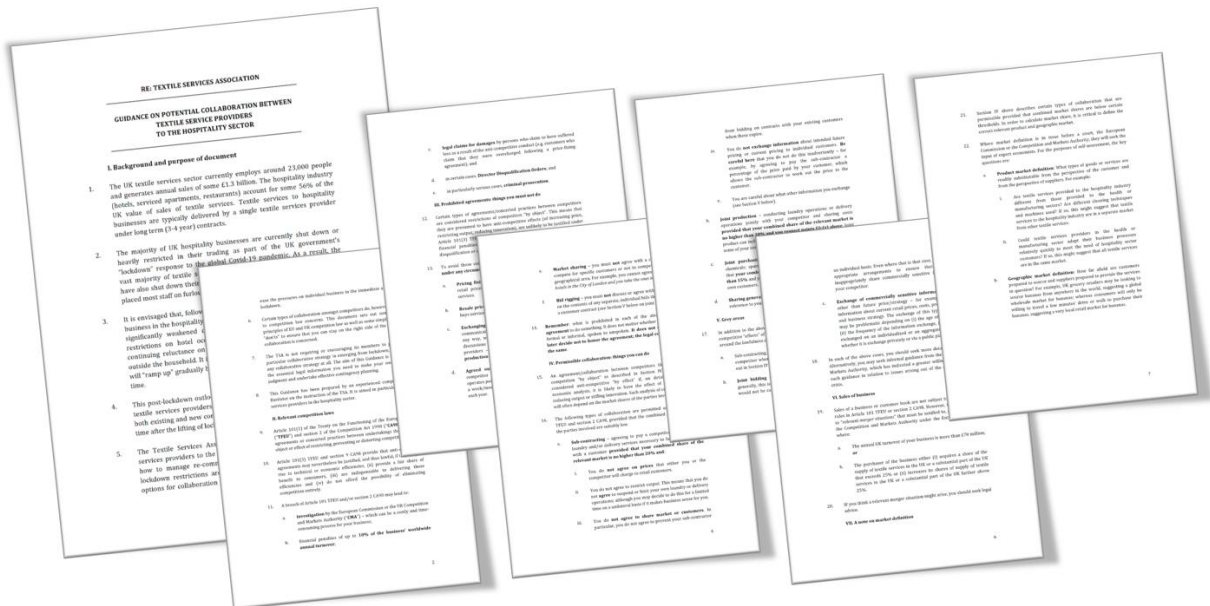


APPENDIX 1 / CMA Advice

[Return to the Section](#)

We are aware that networking and activity between laundries may already be taking place as it is difficult to re-open to service small volumes and a small number of customers. Therefore, we have taken legal advice as there is an important aspect that needs to be considered from the Competition and Markets Authority (CMA).

To ensure you stay compliant we strongly recommend you review the guidance document we have received from a lawyer which provides clear high-level guidance of what is allowed and what is not from a legal viewpoint.



This document is available from the following link:
<https://www.tsa-uk.org/resource/cma-guide-for-tsa.html>

APPENDIX 2 / Reopen and Shut Down Procedure (Plant Preservation)

[*Return to the Section*](#)

Detailed checklists for laundry shutdown and reopening are available on TSA website

Link: <https://www.tsa-uk.org/resource/laundry-opening-closure.html>

The following is a brief summary of the key elements of a start-up procedure following a prolonged period of shut down. References to specific guidance are available via the TSA website and greater detail can be provided on request.

Further guidance is being compiled concerning the requirements to design and manage the entire customer service operation following the Coronavirus experience.

- Depending on your requirements, you may want to consider two competent persons in attendance.
- Survey the complete site and check all buildings externally.
- Inspect all vehicles and follow standard checks before driving.
- Enter the building and implement security and fire safety procedures.
- Inspect all utility/services supplies and services generators.
- Take meter readings.
- Inspect all machines and equipment and ensure their isolation from all services.
- Review the 'Site Closure check list' and reverse the shut-down procedures, performing risk assessments on each item of equipment.
- Follow the correct procedures for all services and services generating equipment. See table below which shows essential comments only.
- Re-commission each machine in turn following the manufacturer's instructions. Refer to the machine break down and maintenance records.
- Prepare for processing work, staff training, quality control and process optimisation.
- Review your Business Continuity Plan and Risk Assessments/Method Statements; the BSI standards link provides guidance and there are industry specific models available.
- Refer to your Health and Safety Policy.
- Manual and Corporate Responsibility Strategy. Industry specific models with guidance and checklists are available
- Refer to TSA Health, Safety and Environmental Guidelines; read the Table of Contents for general guidance and then selective critical advice sections.

Further guidance is available for the following:

- Model Risk Assessments for laundries and distribution depots.
- Managing contractors on site; essential guidance including CDM brief when required.
- Induction pack for new starters.
- Operational and Engineering training modules; referenced or delivered.
- Energy and Environmental surveys which may also incorporate Carbon Foot Printing.

Check the current status on the following key Health and Safety elements:

- H&S Policy
- Risk Assessments
- Training Documentation/Operator Certification
- Management & Improvement Plan
- Accident/Incident Reporting/Investigating
- SSOW, Management of Contractors on Site, Permits To Work
- Visitors on Site Procedure
- COSHH, Pressure Systems, Electrical Distribution, Pat
- Delivery Staff on Customers Sites
- Industry Guidelines & Legislation
- Insurance & Registration Details for on & Off Site – Public, Employer, Motor
- Site Operator’s Licence
- Vehicle & Driver Legislation
- Environmental Statement of Compliance
- The Site Operational Manual (General Register), Waste Management
- Fire Prevention, Regulations. R.A., Site Plan, Drill Log
- Employment Legislation – Recruitment, Absenteeism, Disciplinary Procedures, Etc.
- Engineering Insurance
- Asset Management Policy
- Business Contingency Plan
- Quality & Hygiene Policy On & Off Site
- Security Procedure
- Emergency Contacts, Key Holders

APPENDIX 3 / Staff Re-Training Checklist (Template)

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Safety Training for Employees Returning to Work (Post Covid-19 Lockdown)

All returning employees of <insert Company name> will be given staff training detailing any changed responsibilities and safety requirements due to Covid-19 risk assessment. This will be done prior to commencing the work.

This applies to the entire workforce including sub-contractors, agency supply staff, operatives supplied by the suppliers as well as company employees.

The Return to Work Training will be carried out by the <insert Title> Manager in charge and as part of the induction.

In addition to the general safety requirements, the Manager in charge will carry out any training that is applicable to managing risks in terms of Covid-19 outbreak for the specific job function.

Documents will be kept as evidence that the above-mentioned training has taken place, which are:

- Training Checklist
- Training Register

All persons must adhere to the safety rules that are set out and explained during this training.

This Return to Work training covers the main laundry sites, offices and equipment and site related conditions. Further information will be given for site-specific conditions, detailed in method statements, work instructions and specific briefings.

Records of all training will be kept as part of the Safety Management System records.

The <insert title> Manager carrying out the returning to work training should use the following list to highlight any Covid-19 related risk management aspects and brief the applicable policies and procedures. The induction register should also be signed by each person inducted.

Safety Induction Register

Date	Employee Name	Signature	Trainer	Signature

Return to Work Training Checklist for Commercial Laundries

TITLE	✓	TITLE	✓
Risk assessments (new additions)		Government guidelines	
Safety policy		Employees' duties	
Social distancing– sorting area		Social distancing – communal areas	
Social distancing – finishing area		Social distancing – collection/delivery	
Hand hygiene		Personal protective equipment Handling	
Respiratory protective equipment Handling		Housekeeping and waste disposal	
Signs and notices		Covid-19 related symptoms reporting	
Collaborating to identify and manage risks		Welfare facilities	
Accident reporting		Storage	
Fire safety (applicable changes)		Emergency exits (applicable changes)	
Site access and egress		First aid	
Permit to work		Working at height – equipment, etc.	
Sub-contractors' duties		Members of the public	
Safety restrictions		COSHH (control of substances hazardous to health)	

Note: add or remove specific training as appropriate

I have been instructed on safety requirements as identified by the above.

Signed: _____

Dated: _____

APPENDIX 4 / Cleaning Checklist (Template)

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You may wish to change this template to fit your facilities and cleaning regime.

DATE:

		7:00am	10:00am	1:00pm	5:00pm	DAILY	WEEKLY	2xWEEKLY
Laundry sorting area								
Conveyor belts								
Trolley holding area								
Equipment controls								
Cage handles								
Laundry production area								
Equipment Control Panels								
Door handles								
Trolley handles and edges								
Feeding line touch points								
Laundry clean packing area								
Scanning machine handles								
Conveyor belts								
Cage handles								

Communal area										
Desks										
Chairs										
Offices										
Desks										
Chair arms										
Keyboards										
Mice										
Screens										
Staplers										
Photocopier controls										
Drawer handles										
Phones and number pads										
Light switches										
Mobile phones										
Key cabinets										
Keys										
Filing cabinets										
Card machines										
Vehicles										
Cabin										

Steering Wheel								
Door handles								
Soiled stock area								
Toilets								
Wet Floor Signs								
Dust, Sweep, and Empty Trash								
Refill Soap								
Check cabinet roller towel (sustainable and most effective)								
Mop the Floor								
Air dryers (can be an epicentre for spread of germs – thorough cleaning required)								
Cloak Room								

APPENDIX 5/ Version History**RE-OPENING A HOSPITALITY LAUNDRY DURING THE COVID-19 PANDEMIC / LEVEL 1**

The following are the main updates to the corresponding version of this document:

Version	Date	Revision
Draft 1.4	26/05/2020	Final draft document circulated for comments
Version 1.0	28/05/2020	First version with original content
Version 1.1	06/11/2020	<ul style="list-style-type: none"> • Track and trace section • Local lockdowns rules section • Emergency procedures • More direct access links • Winter ventilation