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Dear Prudential Overall Supply,

For decades, Ecolab has taken pride in helping customers address big challenges and succeed in good times as well as difficult times. We've been there when you needed us the most, and as we face today's Coronavirus pandemic, we will remain steadfast in our commitment to help you maintain clean, safe and healthy operations in your commercial laundry. We have been providing support and solutions to your customers in healthcare, food processing, food service, hospitality, industrial environments, and more and understand their needs and challenges. Therefore, we are uniquely positioned to help you during this tumultuous time.

As the industry leader, Ecolab partners with our customers like you, to deliver the best technology, and most innovative solutions, to help manage your commercial laundry operations and provide the highest quality results to your customers. Because of this commitment, it our primary focus to provide products, services and processes that ensure safety and quality for our customers and yours. Ecolab recommends best practices and protocols for textile processing, that, when followed, provide a high level of cleanliness standards that protect our customers. These best practices include a holistic approach - providing best practice recommendations from delivery of soiled textiles to the textile facility, through the sorting and wash processes, through final finishing and delivery back to the customer.

Ecolab's Holistic Approach

Ecolab's holistic approach includes the support of the Ecolab Textile Care Specialist, who inspects your commercial laundry monthly. During this monthly visit, the Ecolab Textile Care Specialist titrates wash loads to ensure proper chemistry is being delivered and the proper level of chemistry is being achieved, that the equipment delivering the product is properly functioning and doing so in a safe manner, and adjustments to the system are made accordingly. All of this is managed and recorded in a monthly service report provided to you. This report provides actionable recommendations and provides a record of service performed to keep you operating to your fullest in order to deliver the best product to your customers.

Ecolab's Laundering Process

In regard to the wash processes and resultant textile cleanliness for non-critical textiles[1], Ecolab works closely with the commercial laundry to design laundering processes for specific textiles with hygienically clean practices in mind. The CDC has provided guidance for home laundering of

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clothing, towels, linens and other items when a person is sick with COVID-19. The recommendations per the CDC are to "launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely. Dirty laundry from an ill person can be washed with other people's items." Commercial laundries go above and beyond the CDC guidance for home laundering, and follow practices to produce hygienically clean linens and more. According to the CDC, "through a combination of soil removal, pathogen removal, and pathogen inactivation, contaminated laundry can be rendered hygienically clean. Hygienically clean laundry carries negligible risk to health-care workers and patients, provided that the clean textiles, fabric, and clothing are not inadvertently contaminated before use."

The Ecolab laundering wash process and wash formulas by textile type is designed around optimization of the four main wash parameters, which include proper time, temperature, mechanical action, and chemical action to deliver a hygienically clean textile. The dilution effect from water, the mechanical action from the machine and textiles rubbing together, as well as the detergent will loosen soils and contaminants, help remove them from the textile, suspend them in wash water solution, and send these contaminants down the drain. If the wash process includes an oxidation process, this process will also help remove contaminants, decolor stains, and some may aid in microorganism inactivation. The neutralization of the alkalinity in the wash process by an acid (sour) is conducted in the last part of the washing process. This souring step helps neutralize excess alkalinity and optimize textile pH for finishing. Often the rapid pH shift, potentially from pH 12 to 5 can inactivate some microorganisms (CDC reference). At the end of the laundering process, textiles are subjected to a finishing process by drying or ironing at accelerated temperatures and/or steam tunneling textiles at accelerated temperatures. This extra added temperature may be detrimental to some microorganisms. All of the mentioned processes aid in soil and contaminant removal on textiles, resulting in a clean textile. The Ecolab Textile Care Specialist manages and optimizes the wash formulas for your textile classifications and your operation to deliver a hygienically clean textile.

REFERENCES:
CDC: https://www.cdc.gov/infectioncontrol/pdf/guidelines/environmental-guidelines-P.pdf;
https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-your-home.html
WHO:https://apps.who.int/iris/bitstream/handle/10665/112656/9789241507134_eng.pdf;jsessionid=20A1BBDC7E9507C224248B661594FF29?sequence=1

For additional details on Ecolab recommendations, please visit our website at https://www.ecolab.com/pages/coronavirus. For additional information on Coronavirus, visit the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/index.html.

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Thank you,

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NOTE:
[1] Ecolab identifies non-critical textiles as items that do not have direct contact with patients in healthcare environments, and do not have direct contact with food in food processing environments, For non-critical textiles, the following recommendations apply, However, for critical textiles (i.e. healthcare textiles, food processing/PPE textiles, and potentially other textiles identified by the customer), Ecolab's best practice recommendation is to follow the CDC guidance for processing healthcare linens, or the WHO recommendations for laundering for infection prevention in healthcare.