



*Healthcare Laundry Services*

# A Clean Start to Every Day



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# Our Brand Promise & Mission

## Reliable 24/7/365

Every morning as the sun rises, Unitex is behind the scenes cleaning, preparing, and delivering the linen that helps healthcare professionals provide the best care to their patients: fresh sheets, warm blankets, comfortable gowns, clean towels, and pressed uniforms. We do it proudly because we know our customers are a vital resource to the community. They stand ready to receive those who need medical care and therefore so do we.

For more than 90 years, our family-run business has been leading the way in the medical uniform and linen rental industry. Our unflagging attention to detail results in a better experience for our customers and their patients. Now in our fourth generation, we continue to innovate and automate to provide products and service that are the unrivaled standard. We don't make idle promises, we don't cut corners, and we always strive to exceed expectations so that when it comes to laundry, uniform services, Unitex is the most reliable choice.

It's what our family has done since 1923.  
It's what we plan to keep on doing.



**Unitex—We Care About You  
and Your Patients.**



# Since 1923: Leadership, Longevity, and Innovation



## Always Looking Forward

From the very first days in business the focus of our family has been our clients which is why we continually evolve and grow to meet the needs of the ever-changing healthcare industry. Innovation has always been and still is one of our guiding principles and it's a key reason why Unitex serves a prestigious range of large and small healthcare providers across the Northeast. Unitex is still a family-owned company and we are involved in the day-to-day operations of Unitex—planning future expansion, implementing automation and green policies, adding emergency and safety measures—and we care deeply. Our history is long, but we don't live in the past. We look forward to every day.

# A Universal Provider to the Healthcare Market

## Our Service Begins with a Quality Product

Unitex not only provides reusable products ranging from branded uniforms to linens and patient gowns, we also provide the pick-up, laundering, and regular delivery service. We carry a wide variety of styles and colors, with a focus on quality, comfort, and customization. Quality is the number one priority because we understand our products need to withstand the day-to-day demands of the healthcare industry while looking fresh, clean, and professional.



### Patient Linen & Apparel

- Individually Wrapped Reusable Patient Gowns
- Sheets, Pillowcases, and Blankets
- Washcloths and Bath Towels

### Cubicle Curtains

- Rental, Laundering, and Finance

### Medical Apparel Services

- Scrub Apparel, Warm-Up Jackets, and Lab Coats

### Residential Laundry, and Clothing Service

- JCAHO Compliance

### Surgical Linens & Protective Apparel

- Surgical Gowns
- Towels, Sheets and Wrappers

### Uniform Rental Services

- Personalized Uniforms for Your Entire Team

### Environmental Service Products

- Microfiber or Conventional Wet and Dust Mops
- Entrance/Rubberized Mats

### Facility Management Services

- Unitex Staff at Your Facility on a Full-time Basis

### Prestige Linen

- T-180 or Higher Thread Count Colored Linen
- Oversized Towels and Robes



## We're in Your Neighborhood

People tell us they see our trucks on the road everywhere—from tractor trailer trucks pulling into the loading docks of large metropolitan healthcare facilities before dawn, to smaller vans delivering to professional medical practices in towns and villages of all sizes. With 170 trucks traveling to and from our 11 plants, servicing over 5,500 customers, we are literally “in your neighborhood,” which translates to reliable service for you.

### Healthcare Bulk Processing

- Linden, NJ
- Mount Vernon, NY
- Hartford, CT
- New Bedford, MA—Affiliate
- Lawrence, MA—Affiliate
- New Brunswick, NJ
- Newburgh, NY
- South Windsor, CT

### Healthcare Uniform Processing

- New Brunswick, NJ
- Mount Vernon, NY
- Hartford, CT

### Specialty Processing

- Perth Amboy, NJ
- Middlebury, CT

# Facilities Carefully Designed & Strategically Located

## Every Inch of Our Plant and Every Process Ensures Infection Control

Unitex is accredited by all the governing entities that inspect and certify healthcare laundries that process reusable textiles for hospitals, nursing homes, and other healthcare facilities—using the highest, professionally-recognized standards for patient safety and infection prevention.

**Laundry Facility Design**—Unitex plans for quality assurance from the blueprint stage. We maintain a complete separation of clean and soiled linen in our physical floorplan to prevent contamination.

**Collection Process**—Unitex eliminates risk of infection by training a healthcare facility’s staff on best practices for safe handling of soiled laundry.

**Sorting-Washing**—All soiled laundry entering Unitex plants is considered contaminated and employees are trained and protected accordingly.

**Dry-Iron-Fold**—Clean laundry is dried in gas dryers according to capacity and product category. Everything is inspected for quality, stains, and tears.

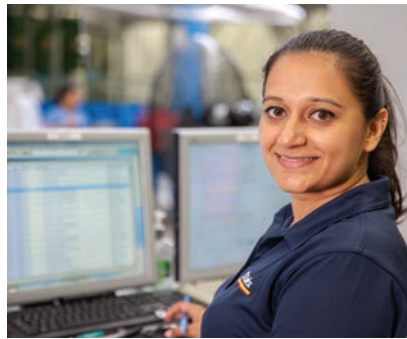
**Delivery**—Clean laundry is covered in plastic and prepared for delivery at different time slots from when soiled laundry arrives.



**Hygienically Clean Healthcare certification reflects a laundries’ commitment to following best management practices (BMPs) in laundering as verified by third-party inspection and producing hygienically-clean textiles as quantified by ongoing microbiological testing.**



# A Winning Team Trained to Be Proactive



## Extra Service

- Daily communication by phone, email, or fax
- Weekly reviews
- Excel-based tracking system
- Quality control
- Linen Awareness Days
- On-site garbage and linen audits
- Evaluation of par levels
- Report and track cost savings
- Ongoing education

## On Call for Our Customers

The healthcare industry operates 24/7/365 days a year and Unitex provides the reliable service you need with its dependable and hard-working team who are trained to be proactive and solution oriented. Our more than 1,600 skilled employees understand the importance of doing their job well and show it by going the extra mile in countless small ways, such as keeping an eye on the integrity of product as it comes off the folder to anticipating shortages and coming up with solutions before problems happen. Our plants are state-of-the-art, but so is our team of Managers, Service Reps, Production Workers, Mechanics, Drivers, and Office Staff who happily keep it all humming.



# Using Reusable Textiles is Eco-Responsible

## Plants Utilize Eco-Friendly Processes

Protecting the environment is a top priority at Unitek. That's why we implement the the most advanced technology available in our plants, dramatically reducing our ecological footprint without affecting efficiency or productivity. Eco-friendly processes such as recycling water to reduce water usage, treating waste water before discharge, and reducing consumption of solid waste, such as paper and plastic, are standard operating procedures at all our plants.



**33%**  
reduction  
in water  
usage

**50%**  
reduction  
in garment  
drying

**1**  
million lbs. of  
waste plastic  
salvaged  
annually

Replaced  
toxic bleach  
with  
biodegradable  
peracetic  
acid



## Reusable Textiles Reduce Consumption and Medical Waste

Healthcare facilities and medical practices that use reusable textiles produce substantially less medical waste. Two million tons of medical waste goes into landfills each year and these landfills produce methane and contribute to global warming. By using reusable linens, patient gowns, and medical apparel, a facility can save 33 pounds of waste per day per staffed bed. We also help train your staff on how to adhere to best practices through linen awareness events, online videos, and printed literature that explain how our processes minimize waste and harm to the environment while reducing costs.

# We Plan & Prepare for Emergencies



## Reliability is Our Cornerstone

We understand that for large healthcare systems, absolute reliability is the cornerstone of a linen laundry program. Interruption in supply can lead to serious problems, therefore we locate and engineer our plant's quality control and delivery system to make sure it never happens.

Our plants are equipped with the latest technology and redundant processes, including disaster and extreme weather contingency plans, so you never have to question whether your delivery or pick-up is going to happen.

As part of our emergency preparedness, Unitex has a mobile generator that is capable of running any Unitex plant at full capacity and can reach any Unitex site within two hours. All our plants are outfitted with quick connection points to reduce downtime.

With multiple plants strategically located throughout the Northeast, deliveries arrive as scheduled so your facility continues to run smoothly.



# Efficiencies Built-In for Smaller Practices

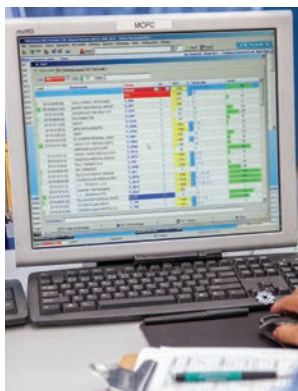
## You're Already on One of Our Daily Delivery Routes

You may assume that having the capacity to handle the linen of large institutions would limit our ability to service smaller organizations. However, quite the opposite is true. Multiple mergers have created healthcare systems that are now comprised of many specialized medical practices, ambulatory surgical centers, clinics, imaging centers, and dental practices—all within the footprint of our daily delivery routes.

We devised a flexible system to accommodate smaller-scale customers through:

- dedicated facilities
- smaller trucks
- frequent delivery and pick-up service to eliminate the accumulation of soiled linen
- tracking of usage data and monthly reports to identify cost-saving opportunities
- a wide selection of lab coats, scrubs, and uniforms
- on-site custom embroidery

All this adds up to tailored programs that meet the needs of both large and small-scale businesses.



**TRACK & REPORT ON USAGE DATA**



**ATTENTIVE, DETAIL-ORIENTED STAFF**



**CUSTOMIZED EMBROIDERY**



**SMALLER TRUCKS FOR MORE FREQUENT DELIVERIES**

# Residential Laundry, Clothing, and Services



## Laundry Service for Assisted Living and Nursing Homes

Make your residents happy and feeling at home by keeping their linens, sheets, and personal clothing clean with the help of Unitex. We are the only company in the country to have separate laundry facilities dedicated to resident care laundry for assisted living facilities and other similar establishments. Residents and their families will never have to worry about how their loved ones' items are processed because Unitex provides the special attention and handling required.

Confidence is built through an efficient system designed to reduce lost items, errors, and mix-ups:

- Clothing is labeled with the resident's name and facility, and put in net bags that are picked up on a 2- or 3-day schedule each week.
- Only one facility's soiled laundry is loaded per washer to avoid mix ups.
- Clothes are washed at temperatures of over 140 degrees using special chemicals to kill infectious bacteria and extract even the heaviest of soil.
- Our separation staff sorts, straightens, hangs, or folds clothing, which then gets covered with plastic.
- Racks and carts are then organized by facility, floor, and in room order and readied for delivery.
- We help train your staff to follow the guidelines that ensures that what went in the net bag comes home safely and complies with JCAHO.



# Support for Your Staff With Best Practice Education



### What Do We Recycle?

**Linen**   **Energy**   **Plastic**   **Paper**   **Water**

### Average Monthly Linen Quantities

FLAT SHEETS	44,000
PILLOWCASES	8,800
PATIENT GOWNS	17,000
THERMAL	6,000
O.R. TOWELS	6,200
BABY BLANKETS	6,200
BATH TOWELS	14,200

### How We Can Help!

- Linen Awareness Days
- In Services
- Leadership Meeting Presentations
- Rounding
- Linen Committee Meetings
- Reports and Data analysis
- Trash Audits
- Discharge Audits
- EMS Audits
- Best Practices
- Process Audits

## Linen Awareness Days

At Unitex, we pride ourselves on proactively collaborating with our healthcare customers to reduce costs through regularly scheduled “Linen Awareness Days.” They are held at our customers’ facility in the lobby or near the cafeteria, where we meet with the hospital staff face-to-face to provide tips on proper linen handling with fun facts, quizzes, and giveaways.

Linen Awareness Days are effective in helping reduce linen losses, and also provide opportunities for us to speak to hospital staff directly about questions or issues they may have about the services Unitex provides.

*“I love doing Linen Awareness Days as it gives me a chance to meet the staff and really find out what’s going on on the floors. It’s great getting feedback and helping to educate the hospital staff on some of the best practices for proper linen utilization.”*

— Jane Mathews,  
Senior Account Executive

# Like You—We Care About the Community



*"We are enormously thankful for partners like Unitex," said Liz Gruber, Grad Bag Co-Founder. "With their generosity and help, we are able to outfit students with dorm room supplies and relieve them of one of the financial burdens of college. We are so thrilled and fortunate to work with companies such as Unitex that share our vision and make it a priority to help others."*

## **Giving Back is Important to Us**

Unitex has always prioritized community service as part of its company culture. There are all kinds of ways we get involved—from coordinating humanitarian efforts with local and regional organizations to support hurricane victims, to mentoring youth on career pathway opportunities, to providing supplies to college-bound freshman—to name just a few. Most recently, Unitex launched an entirely new initiative in the summer of 2018—sponsored concerts in assisted living facilities and nursing homes, which have been enthusiastically received. We do all this because we are committed to being a positive force within the communities we serve.



### **Our Promise to Continuously Improve**

The world never stops changing, that much is guaranteed. At Unitex we continually analyze our products and services to make sure we are operating at the highest level of efficiency to reliably serve our customers. That may mean building a new plant, adding products, changing processes, and optimizing services. That's our promise to you—continuous improvement to serve the healthcare market to the best of our ability.

*We Invite You to Visit*

[www.unitex.com](http://www.unitex.com)





## **CORPORATE OFFICE**

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### **Healthcare Bulk Processing**

121-123 Meadow Street  
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Tel: (860) 296-4125  
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145 South Satellite Road  
South Windsor, CT 06074  
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Tel: (877) 486-4839  
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10B Van Dyke Avenue  
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301 Pleasant Street  
Linden, NJ 07036  
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401 South Macquesten Parkway  
Mount Vernon, NY 10550  
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115 Dickson Street  
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Fax: (845) 561-1214

### **Specialty Services Processing**

100 Turnpike Drive  
Middlebury, CT 06762  
Tel: (203) 577-2243  
Fax: (203) 577-2247

35 Washington Street  
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Fax: (732) 442-0294

### **Ambulatory Care Processing**

420 Ledyard Street  
Hartford, CT 06114  
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Fax: (860) 296-3671

10A Van Dyke Avenue  
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