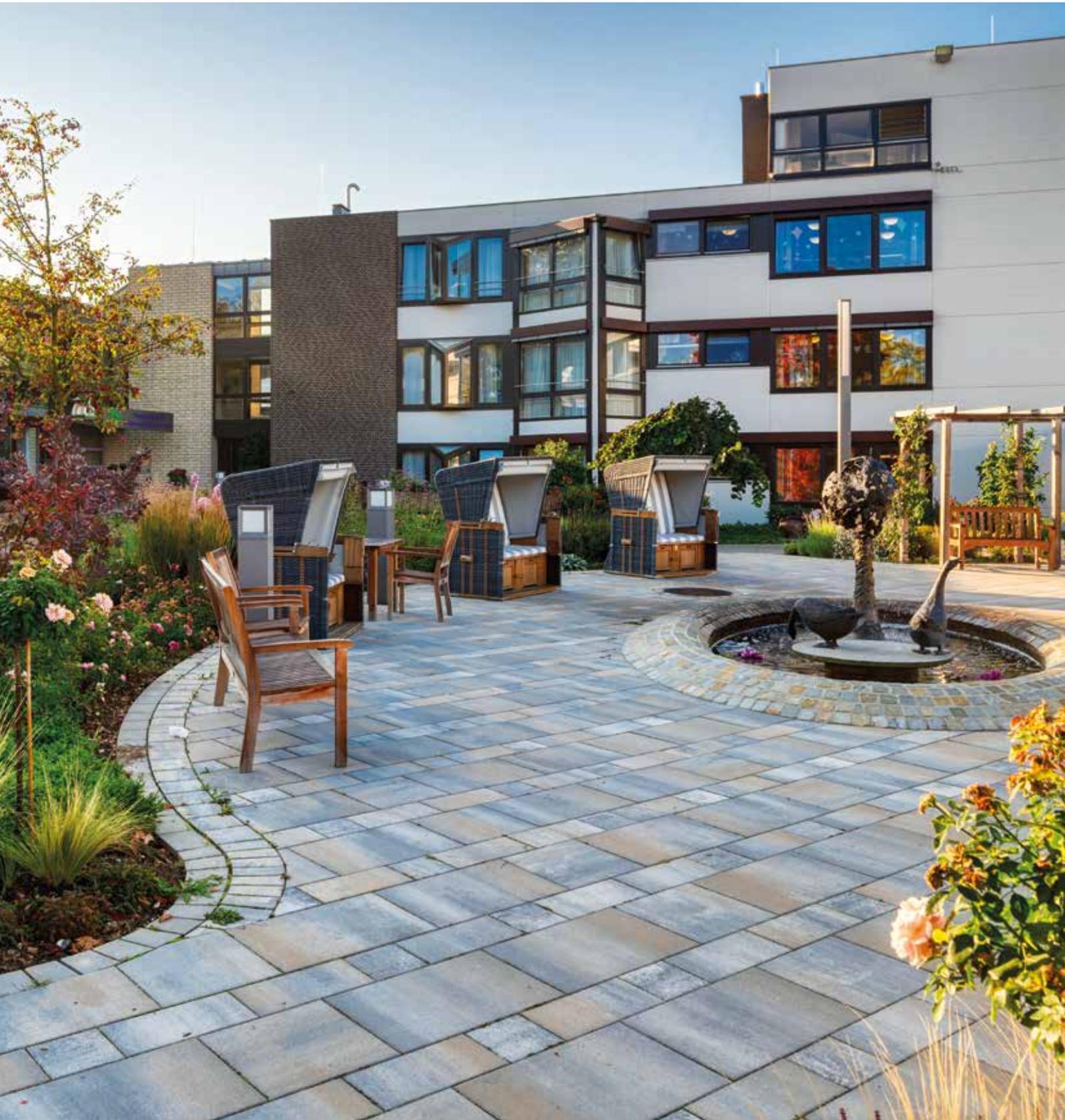


**Miele**

360°: in the best of hands  
A concept for care and nursing homes

**Miele Professional. Immer Besser.**





**SUSTAINABILITY**



**SELF-SERVICE**

SHIRTS  
TROUSERS  
LAUNDRY



**SERVICE**



**CENTRAL LAUNDRY**

BED LINEN  
KITCHEN LINEN  
RESIDENTS' LAUNDRY  
WORKWEAR  
FURTHER TEXTILES





**LOCAL TEA KITCHEN**

GLASSES  
COFFEE SETS  
FEEDING CUPS



**CENTRAL DISHWASHING ROOM**

GLASSES  
CROCKERY  
CUTLERY  
TRAYS  
GN CONTAINERS  
POTS AND PANS  
FEEDING CUPS



**CONTRACT CLEANING**

MOPS  
CLEANING CLOTHS



**DISINFECTION**

BEDPANS  
MEDICAL ACCESSORIES



## Here are a few inspirations!

Care and nursing homes offer their residents healthcare support, security and a simplification of their everyday life. This is guaranteed by complex processes which run in the background in order to meet all requirements relating to cleanliness and hygiene but also to ensure convenience.

Close control of these processes requires a strong partner who not only knows the challenges of your work but can also provide comprehensive support: From planning through to optimum product requirements and added-value services.

Over the following pages, we would like to invite you to gain an impression of our systems for care and nursing homes. Solutions we refer to as the 360° concept.

With our specialists in Miele Professional, you can rest assured that crockery and laundry processes are performed reliably, hygienically and economically – to the satisfaction of residents and staff. Many years of experience and references around the world characterise development work on our machines – resulting in products which stand apart from the market and meet the demands of your business in full. Developed by people who not only have the skills and expertise but go about their jobs with passion.

*Markus Miele*

**Dr. Markus Miele**

Executive Director and Co-Proprietor  
Miele & Cie. KG

*Reinhard Zinkann*

**Dr. Reinhard Zinkann**

Executive Director and Co-Proprietor  
Miele & Cie. KG

## 360°: in the best of hands

### A concept for care and nursing homes

360° concept from Miele Professional combines first-class quality, flexibility and cost optimisation. Thanks to this approach, 70% of all care and nursing homes with an on-premise laundry are more satisfactory than before. They dispense with the need for goods receipt and quality controls, have direct control

over the quality of their laundry and the wash process and are also independent of third parties.

Our consultants, active nationwide, accompany you through each stage of planning a new-build or refurbishment project: from economic feasibility stud-

ies, to on-site planning, the integration of sub-contractors and installation and maintenance, Miele Professional offers single-source manufacturer service.

## Miele success factors in achieving holistic solutions

### Flexibility through financing

Miele Professional offers leasing and rental plans. This helps you retain your flexibility: Financing options improve cash flow and reduce tied-up capital, and full-service rental schemes even include repair costs.

### Premium service and planning

Miele's blanket service operation in Germany performs installation and maintenance work as well as providing spare parts for up to 15 years after the date of purchase. Miele Professional provides planning services ranging from giving advice on site through to works management, ensuring comprehensive support, also in the case of refurbishment projects.

### Control system for top-class quality

Perfectly laundered linen represents a feel-good factor to residents, and Miele's economic feasibility calculations demonstrate how you can better manage the laundry reprocessing cycle in-house. Increased availability, quality and increased levels of satisfaction among guests. We work together with high-class partners, offering their products and goods: all from one single source.

### Perfect machines and useful accessories

The tasks incumbent on an on-premise laundry are varied: well-kept residents' laundry, soft towels, perfectly finished flatwork, the disinfection of contaminated laundry, workwear, home textiles and mops and cleaning cloths from facility management. A broad range of machines and accessories can be customised to suit the economic needs of your business. Be in full control of schedules and working patterns in your laundry to ensure that residents' clothing and the home's textiles are ready for use again at short notice. An intelligent solution – "Made in Germany".

### Full control over consumables

Modern machines use no more detergent, water and energy than is absolutely necessary. A weighing plinth, automatic dispensing and resource-saving programmes are available to keep running costs as low as possible and to support your staff in their daily work.



# PURE QUALITY OF LIFE



As a meeting place promoting people's solidarity in the days of the German Democratic Republic, it goes without saying that the quality of life of its residents is at the focus of their efforts. Ensuring residents feel at home naturally also involves guaranteeing cleanliness and hygiene. Both the machines and Miele's full service contribute to this.

The Bad Gottleuba residential home for the elderly is just as well-maintained as their linen is clean and well-laundered.

“ If only the best is good enough, it simply has to be Miele.

**Ms. Gollnick, your home is charged with looking after 117 residents living in two homes. What does this mean in terms of figures and numbers?**

**GOLLNICK** You can well imagine that the sheer number of residents poses other domestic and administrative challenges than you would be familiar with at home. Nevertheless, the wellbeing of those in our care has top priority for us. As a result, two to three staff members look after a weekly mountain of laundry weighing around 880 kg – working away 8 hours a day. And it isn't just residents' private laundry, towelling and special items we wash. Naturally we must also ensure that our living quarters are kept spick and span and that our residents feel at home. This means that the textiles used in facility management, in other words mops and cleaning cloths, are reprocessed on a regular basis.

**And why did you opt for machines from Miele?**

**GOLLNICK** When it comes to the quality of life of our residents, only the best is good enough – and that is precisely what Miele stands for. That is why we fitted out our laundry with two commercial barrier washing machines, two tumble dryers, a semi-commercial washing machine and an ironing station. The machines protect the environment, meet the highest standards of hygiene and perform their work extremely efficiently. And when it comes to facility management, we place our trust in semi-commercial Miele machines. At the end of the day, all that is to the benefit of our residents.

**Are there other benefits to your business that come from using Miele machines?**

**GOLLNICK** Absolutely. Miele didn't just supply the machines; they also tailored a complete on-premise laundry concept to our individual needs. Miele simply looked after everything and understood perfectly what we need. Thanks to matching accessories and the development of logistical solutions through to the use of appropriate software and hardware, we now have at our disposal a system which manages our entire laundry requirements. This ensures smooth, glitch-free processes responsible for the wellbeing of 177 people.

Manager: Ivonne Gollnick





With patented honeycomb drum –  
**Extends use of textiles by 15%.**



Example of a powerful on-premise laundry catering for approx. 200 kg/day;  
a barrier washing machine for the segregation of infeed and outfeed sizes,  
dryer and flatwork ironer with a throughput capacity of 96 kg/h.

## Hygienic and thorough Well-laundered textiles



CENTRAL LAUNDRY

Based on many years of experience, Miele Professional has developed washing machines and dishwashers able to reliably cope with critical soils and pathogens. This is confirmed by independent institutes such as the Institute for Applied Research, which regularly subjects our machines to scrutiny.

When it comes to caring for personal laundry and apparel, it's about much more than just cleanliness: Many residents consider a meticulously ironed blouse or a cuddly pullover a sign of appreciation. And yet items of clothing made from a wide range of materials are not the only challenge facing the laundry team. Each and every day there are piles of bedsheets, towels and cleaning textiles to contend with – even contaminated laundry is not a seldom occurrence. Miele Professional offers a range of dependable and high-performance laundry machines

to cater for individual requirements. Thanks to numerous special-purpose programmes, these machines rise to the challenge of all types of textiles and soils. Alongside frontloading models, barrier machines for installation in a diaphragm wall are an ideal proposition to care and nursing homes: Loading and unloading on the infeed and outfeed sides respectively together with the use of the disinfection programme guarantees the highest of hygiene standards. Flatwork ironers, ironing stations and tables as well as finishers for outerwear neatly round off the range.



### Bed linen

Bed linen  
Turkish towelling  
Flatwork



### Kitchen linen

Table cloths, serviettes  
table runners, waiters' towels



### Residents' laundry

Outerwear, trousers,  
laundry, socks



### Workwear

Uniforms, work coats, overalls



### Further textiles

Curtains, duvets, pillows



Washed and dried fast – up to **8 kg of laundry** completed in only **86 minutes**.



Example of a compact solution from the Little Giants range.

## Little Giants – Maximum performance

SELF-SERVICE



Laundry care on location in the accommodation unit? The new Little Giants are time-saving and gentle – even when faced with hygienically critical soils.

A brief moment of inattention – and coffee has spilled over your favourite pullover. Mishaps happen – even to persons in sheltered housing. And when they do, it is good if laundry items can go straight into the washing machine. With the new Little Giants, Miele Professional has developed a generation of machines designed to perfectly match the needs of smaller homes and groups. Thanks to their robust commercial-grade technology, they offer short cycles, requiring only 49 minutes for washing and a further 36 minutes for drying.

When it comes to hygiene, Little Giants are in no way inferior to large frontloading or barrier washer-extractors. These come as standard with numerous special-purpose programmes with particu-

larly intensive cleaning phases at temperature of up to 93°C. This protects frail and immunosuppressed residents, in particular. “Hygiene” model versions of the Little Giants feature a newly developed set of controls with a text display in multiple languages. A rotary selector ensures high-level operational security and even allows residents to be actively involved in laundry care.

Keeping abreast of how machines are progressing doesn't mean you have to be on site. The new Little Giants feature digital interfaces and can be connected to a tablet PC or smartphone. This allows processes to be easily monitored and data to be archived using smartphone apps. For greater convenience and enhanced process security.



### Personal clothing

Shirts, trousers, laundry



### Towels

Flannels, towels

# SMALL HOSPITAL WITH HUGE TASKS



It all started with just ten beds and two cots. Today, the Riggisberg hospital to the south of the Swiss city of Berne has a firm place in the community. Treating more than 2,000 inpatients a year presents growing challenges to the on-premise laundry.

The hospital's laundry looks as crisp as its gardens.

“ We don't simply look at the price. With Miele Professional, we just knew that everything would be in order.

Frieda Bürgi, laundry manager

**Ms. Bürgi, what challenges is the central laundry at the Riggisberg hospital faced with?**

**BÜRGI** Washing, ironing and folding laundry: We are all familiar with the processes from our own homes. But in the central laundry at a hospital, we as a team have to adhere to a tight schedule and are faced with a much different order of magnitude in ensuring that all residents get their laundry back clean and fresh. This means that we have to see to more than two tonnes of textiles each and every week, delivered from our own home, the neighbouring Münsingen hospital and the Riggishof home for the aged.

**How does your team manage to comply with the hygiene standards of your hospital faced with such mountains of laundry?**

**BÜRGI** Our laundry places its trust in machines from Miele Professional. Alongside two smaller washing machines and two tumble dryers, three large machines are in use, each with a load capacity of 32 kg and in operation

round the clock. That way, we stay on top of our weekly mountain of laundry. To comply with hygiene standards, our process has been arranged in a semi-circle. Soiled laundry is taken in at one end and sorted in the next room along. In the next area along, laundry is washed and dried before being finished at the last station in readiness for return delivery. As a result, soiled and clean laundry never comes into contact.

**Are the other benefits to your hospital that come from using Miele machines?**

**BÜRGI** With Professional machines from Miele, we can deliberately interrupt washing and drying processes. This avoids exceeding our defined electricity usage limit and keeps our costs in check. A further advantage results from the use of the machines' weighing systems. Detergent, water volume and electricity consumption is automatically and precisely adjusted to the laundry load. This increases the quality of laundry whilst at the same time protecting the environment.



*Klasse Wäsche*  
IM HAUS GEWASCHEN. EINFACH ZUM WOHLFÜHLEN.

Would you like to know more about in-house laundries? Further information is provided by the [www.klasse-waesche.com](http://www.klasse-waesche.com) website (German).



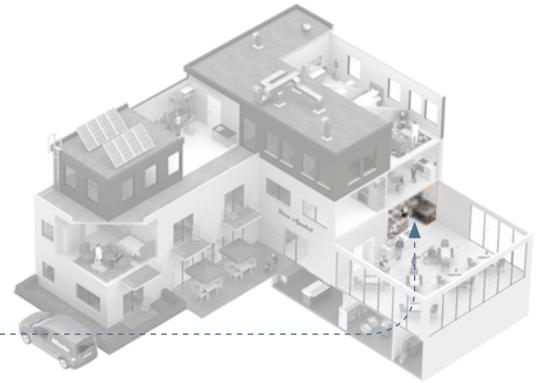
Efficient work processes – a top class performance **every 55 seconds.**



Tank dishwasher, 66 baskets/h with water consumption of 2.00l per cycle.

## Spotlessly clean cutlery and crockery

### CENTRAL DISHWASHING ROOM



Clean crockery should be just as much a matter of course as starters are followed by a main course and a dessert.

Miele Professional ensures a smooth cleaning process.

No matter how many persons you care for: The be-all and end-all at mealtimes is a convivial atmosphere. This includes sparkling plates, cups and glasses as well as immaculately laundered table linen. Highest hygiene standards are de rigueur in the institutional care sector – and not only where numerous frail persons congregate.

The kitchen team has its work cut out, servicing several dozen meals a day. Even at peak times, everything runs smoothly with Miele Professional. Whenever large quantities of crockery need to be turned around in a very short space of time, a tank dishwasher is the system of

choice. Whether passthrough dishwasher or front-loading machine – with cycles lasting less than 45 seconds, washing-up is fast and painless. In combination with matching detergents, perfect results are guaranteed. In proverbial Miele quality.

Our products are designed to place the least possible burden on the environment. Consequently, we aim to reduce the consumption of water and energy and subscribe to the careful use of detergent. This saves valuable resources and ensures low operating costs. And, at the end of a long and useful life, virtually all components and materials in our products can be easily recycled.



#### Cafeteria

Glasses, coffee sets



#### Restaurant

Crockery, cutlery



#### Kitchen

Trays, GN containers, pots & pans



#### Containers

Feeding cups



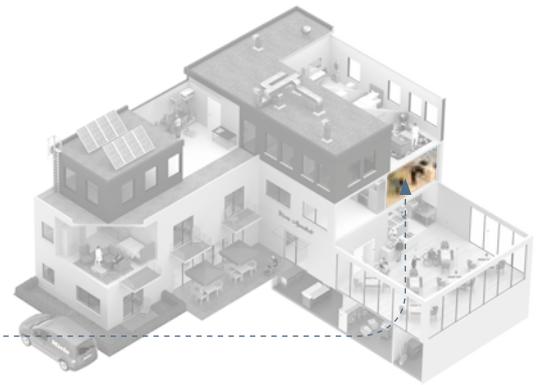
HYGIENEplus – maximum security  
thanks to **93 °C rinse temperature.**



Example of a dishwasher with thermal  
disinfection programmes.

## As easy to use as at home

LOCAL TEA KITCHEN



Coffee set, muesli bowl or baking tin: For the crockery and utensils in smaller living units and ward kitchens, Miele Professional's HygienePlus fresh water machine is the perfect choice.

Pre-sorting not necessary: Loading fresh water dishwashers from the HYGIENE and HYGIENEPlus ranges is very simple and completely intuitive. Place plates, pots, and bowls at the bottom, and cups and glasses at the top if possible. This allows residents to help along and find their own place in their little community.

As with all Miele Professional products, the user does not need to be an expert to be able to operate these machines. After all, these dishwashers are often deployed in commercial environments where speed and simplicity is of the essence. And yet, not only is handling particularly practical: the principle of operation is equally simple, admitting completely fresh water in each phase of the cycle.

The maximum temperature of the final rinse on fresh water Hygiene machines is 85 °C, whereas models from the HYGIENEPlus series go up to 93 °C and also feature a programme for thermal disinfection. The results: Superb hygiene and perfect protection for residents.

But even the best dishwasher is only as good as the detergents and cleaning products used in the process. With Pro-Care Shine, Miele has included new detergents and rinse aid in its portfolio which are perfectly formulated to match machines from Miele Professional. In the long term, this cuts costs and also goes easy on the environment. In combination, Miele Professional HYGIENEplus fresh water dishwashers and a matching detergent are the perfect aids in performing daily dishwashing duties in the care sector.



### Coffee and cakes

Glasses, coffee sets



### Snacks

Muesli bowls, spoons



### Containers

Feeding cups



Feel-good atmosphere – **round-the-clock** convenience like at home.



Commercial machines with the dimensions of domestic appliances.

## Mastering everyday work together

### SHELTERED HOUSING RESIDENTS' KITCHEN



Folding laundry, putting crockery into cupboards or simply making a cup of coffee: Residents in sheltered housing always strive to do as much without assistance as possible. And Miele is more than willing to support such self-sufficiency with user-friendly products.

Sheltered housing is an ideal arrangement for persons who can no longer live in their own four walls. As much assistance as necessary, as much self-reliance as possible - an approach which means a lot to residents. Residents have a deep desire to stand on their own two feet and play an active role in their community. And Miele Professional rises to this challenge: with washing machines, dishwashers and tumble dryers whose user-friendly touch display are an open invitation to get involved.

Even if residents are not familiar with these machines from their own homes, they are quick to learn how to use other domestic appliances from Miele such as vacuum cleaners, coffee machines and microwave ovens. Simple controls offer the opportunity not only to look after themselves within reason but also to provide support to the group with domestic chores. This allows persons who are reliant on support in many areas to lead an almost normal life in the home.



#### Laundry

Shirts, trousers, laundry



#### Kitchen

Crockery, cutlery, pots and pans



#### Domestic

Mops, kitchen towels

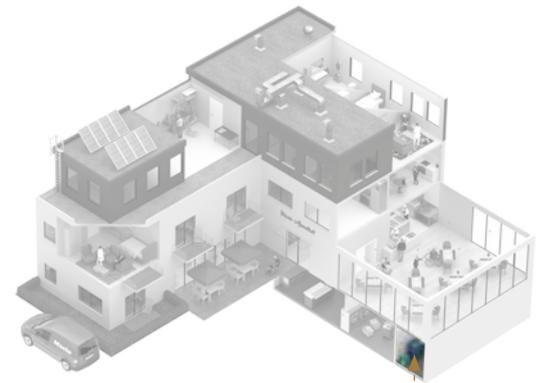


Ready to use – No fewer than **105 mops** per cycle.



Example of system for contract cleaners consisting of washing machine and tumble dryer with a capacity of 105 cotton mops/40 cm.

## Helping hands clean surfaces and floors



CONTRACT CLEANING

Care and nursing homes have lots of visitors, with people coming and going all the time – which poses significant challenges each day for the facility management team. With Miele Professional, the reception area, corridors and rooms are always a business's pride.

Cleanliness is of utmost importance in homes and institutions which care for sick or elderly persons. Floors in care and nursing homes are exposed to considerable traffic from patients, visitors and staff. All too easily, drinks are spilled, making floors a real slip hazard. This is where professionalism is called for.

Miele Professional therefore specifically developed the MOPSTAR series to meet the needs of facility managers. These machines are particularly suited to cleaning and reconditioning mops and cleaning cloths. These machines combine the washing and reconditioning process involving applying disinfectant or detergent in one single cycle, thereby saving

valuable time. This provides superb support to the facility management team.

This is how it works: First put the cleaning textiles into the drum. After the start of the programme, the load is first subjected to a patented dewatering process. This spin phase removes coarse soil and dirty water.

This is followed by the washing and disinfection phase, guaranteeing particularly thorough drenching and wetting. After the spin cycle, the required floor-cleaning detergent or surface disinfectant is applied. Then the mops and cleaning cloths can be removed from the drum and are ready for immediate re-use!



### Kitchen

Mops, kitchen towels



### Entrance Lobby Rooms

Mops, cleaning cloths

# IN THE **BEST** OF HANDS



**Miele Professional assists your organisation with tailored solutions from a single source and supports you right through from the planning stage to the commissioning of machines and beyond. The Buchenhain home has been relying on Miele Professional for many years.**

The west wing of the Buchenhain home cuts a nice figure. Behind the facade, not only fresh water dishwashers but also washing machines and tumble dryers from Miele are hard at work for the good of residents.

Beate Wittland has been director of the Protestant care home Haus am Buchenhain in Mönchengladbach-Rheydt since 1996.



“ This leaves staff with more time for residents.



#### **Why did you decide 5 years ago to fit your kitchens on each residential floor with fresh water dishwashers?**

WITTLAND It all had to do with a reappraisal of our logistics system. Previously, all crockery was washed in the central kitchen. Many residents, though, require assistance with their meals or have difficulty accessing the large dining room. Now these people eat their meals in the small dining rooms located in their particular residential areas. By consequence, we now do the crockery there, too.

#### **And why did you choose Miele?**

WITTLAND We initially thought regular domestic dishwashers would be sufficient for the size of our living groups. But then it turned out we were needing to replace the machines in all the residential areas with new ones every 2 years. So we decided to switch to commercial machines from Miele instead. In the long term, they are better and cheaper.

#### **How would you describe your experience with the fresh water dishwashers?**

WITTLAND All the employees who use these machines are really happy. I hear repeatedly that the dishwashing results are simply top-class. Moreover, the short programmes allow up to 15 cycles per day. Automatic dispensing is also the subject of much praise, and processes are fast.

#### **Did your staff have to be trained in how to use the new machines?**

WITTLAND Miele trained our service team on the appliances, followed by our nursing and kitchen staff. And what's great is that the training of staff is part of the Miele package and is simply part of the service.

#### **Back to the rapid programmes. Does that save care personnel time?**

WITTLAND Of course! And that's great, because if good products help

our nursing staff to carry out their work, the carers then have more time again to actually care for our residents. In the past, for example, employees even had to wash each small pill box by hand.

#### **Were more stringent hygiene requirements also a factor in your decision to switch to fresh water dishwashers?**

WITTLAND Absolutely. The programmes on the machines meet our very demanding hygiene requirements. Our drinking and tap water is checked every year. A pleasing result: We have a clean bill of health when it comes to legionella – not least thanks to Miele machines. Behind the scenes, not only fresh water dishwashers but also washing machines and tumble dryers from Miele in our on-premise laundry are hard at work for the good of residents.

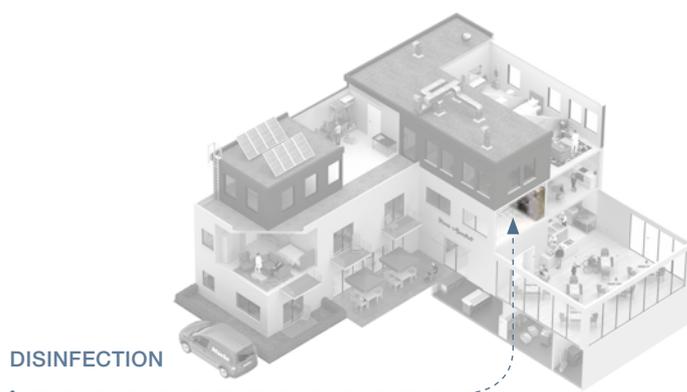


Clean solutions – thanks to **55 years of experience** in the field of medical technology.



Bedpan washers as undercounter and free-standing models.

## Secure hygiene for staff and residents



Miele Professional caters for the special requirements of care and nursing homes – because we are intimately familiar with everyday cleaning and care processes.

With its holistic approach, Miele guarantees quality and top-class service, thereby accepting its responsibility for its customers, products and processes. Now in the fourth generation.

Sick residents and those requiring care need plenty of support and attention. Miele Professional for reliable hygiene. With more than 55 years of experience in the field of medical technology.

Don't give pathogens a chance: This should be the motto in care and nursing homes just as much as in hospitals. For critical applications with respect to hygiene, Miele Professional has developed a series of highly efficient machines such

as washer-disinfectors for medical accessories. These prevent the spread of viruses and bacteria, protecting not only residents but also healthcare staff. The excellent reputation of Miele machines can be ascribed for the most part to their durable design, their use of high-quality materials and their practical controls. One example of this is provided by Miele Professional bedpan washers with their easy-to-clean stainless-steel surfaces. Depending on the model, some machines even allow programme selection at the flick of an elbow or offer a (semi-) automatic door opening function – for even better hygiene. In the service of health and wellbeing.



### Disinfection

Bedpans, medical accessories



## The call of duty – our **100%** commitment to **the environment.**

Sustainability is becoming an increasingly important issue. So Miele's approach to quality standards not only focuses on developing machines which produce immaculate drying results. Environmental awareness is also driving the production of energy-efficient dryers.



Energy-efficient dryers with electric, gas, steam and hot-water heating, heat-pump dryers.

## Sustainability guaranteed

SUSTAINABILITY



In times in which resources are in short supply, greater significance is attached to the subject of sustainability. Part of Miele's corporate philosophy is for the development and therefore the operation of all machines to subscribe to the principles of environmental protection. As a result, several products can run on energy sustainably provided by solar-thermal panels.

Whether German Sustainability Prize, B.A.U.M. Environmental Award or the EcoDesign Prize – numerous awards received by Miele make it clear that companies engaged in the production of environmentally friendly machines are making an important contribution towards the protection of the environment. One example among many is the vented dryer from Miele Professional.

In view of the increasing number of residents, care and nursing homes often find themselves faced with veritable mountains of laundry which, of course, have to be dried after washing. This is often associated with high energy demands. Efficient dryers are needed to guarantee hygienic and environmentally friendly drying.

The H2O dryers from Miele Professional are made from recyclable materials and therefore sustainable. On the one hand,

these produce the necessary hot air for the drying process, using heat energy extracted from a supply of hot water. This means it can be deployed, like many other dryers, wherever this source of energy is available. This model also features the patented Air Recycling Plus system which returns residual heat from process air to the drying process. This results in shorter drying cycles and in reduced energy consumption. At the same time, the machines' large load capacity with volumes of between 325 and 800 l ensures that laundry has sufficient space to tumble freely. This allows the process air to uniformly and quickly absorb moisture from the textiles, resulting in perfect, crease-free drying. This not only ensures the wellbeing of residents in care and nursing homes who value clean, fresh and dry laundry. All this protects the environment and saves money.



**Sustainability**



Team of experts – **250 technicians**  
worldwide at your service.

### Miele as flexible partner

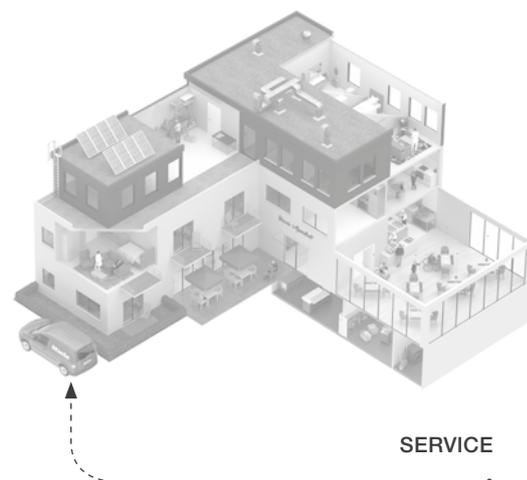
#### Planning services

- +** The following services are available:
  - Capacity calculations
  - Economic feasibility calculations
  - Process optimisation
  - Project management
  - + Handling of Miele products
  - + Handling of OEM merchandise
  - Provision of planning data

#### Financing: Leasing/rental

- +** **Optimised equity ratio**  
Accounting obligations lie with leasing company/bank
- +** **Greater liquidity**  
No tied-up capital
- +** **Taxes saved**  
Monthly instalments count as operating costs
- +** **Full-service rental – additional benefits**  
No repair costs ever again

## Nationwide deployment for all-round top quality



True to the “Forever better” principle, ensuring the highest of quality and production standards has pride of place at Miele. This is clearly evidenced throughout the entire process chain from the delivery of products to maintenance and machine repairs.

Miele’s service network with over 250 Professional service engineers in Germany alone means that help is available fast and without fuss. It even starts with delivery as Miele’s team of experts provides support in commissioning machines. Regular maintenance and inspections

as well as professional care also ensures maximum safety in operation. Thanks to the quality of Miele products “Made in Germany”, clients profit from extreme longevity and the availability of spare parts for up to 15 years – even if a machine is no longer listed.



### 360° Service

After-sales service, pre-sales service, installation, commissioning, maintenance, repairs, spare parts

#### Your benefits: Financing comprises the following services:



##### Site access

Shipment is free to the installation site and is included in monthly instalments. This presumes ground-level access without machine disassembly/reassembly. The decommissioning and disposal of old machines is not included in the price quoted, but can be performed by Miele on request and at the expense of the client.



##### Installation

If assistance from the Miele Service Department is required for further installation work, this will be charged at the going rates.



##### On-site training

Free commissioning by Miele Service.

**Miele**

Miele & Cie. KG

[www.miele-professional.com](http://www.miele-professional.com)