

## Second ETSA Communication on Progress (COP) on United Nations Global Compact

### European Textile Services Association

<b>Company Name</b>	ETSA	<b>Date</b>	September 2010
<b>Address</b>	ETSA Secretariat Rue Montoyer 24 box 7 B-1000 Brussels	<b>Membership date</b>	May 2007
<b>Contact name</b>	Robert Long	<b>Sector</b>	Textile Services
<b>Contact email</b>	r.long@etsa-europe.org	<b>Contact telephone no.</b>	0032 2 282 0990

### Brief description of nature of business

ETSA is the acronym of the European Textile Services Association. ETSA is a not-for-profit organisation and was set up in 1994 to represent and promote the interests of the laundry and textile services sector in Europe.

Textile services refer to industrial laundry services usually centred around the rental and maintenance of textiles. Textile services include:

- Workwear and protective clothing for industry and services
- Surgical and hospital textiles
- Hotel and restaurant linen
- Dust mats and mops
- Dispenser textile towels for hand drying in washrooms (and other washroom services)
- Reusable industrial wipers (to clean machinery)

ETSA brings together 31 companies in the field of textile services. Our members include:

- **11** textile rental companies
- **9** industry suppliers, e.g. detergent, fabric, and mat manufacturers, garment makers
- and **11** national textile rental associations or research institutes

ETSA works with National Associations in the following countries: Belgium, Denmark, Finland, France, Germany, Italy, Norway, Switzerland and UK. A full list of ETSA Member can be found on the web at [www.etsa-europe.org](http://www.etsa-europe.org).

To view our members across Europe, please follow this [link](#).

ETSA's members perceived a clear need for a representative European-level association to promote general interests of the companies in the sector. It was imperative to be aware of legislative changes affecting the sector and to ensure that key sector considerations are not overlooked as the regulatory environment changes. An active and coordinated sector-approach to standardisation is another key objective of the association. Moreover, ETSA's founding members felt a keen need to promote broader communications between the people involved in the textile rental industry, as well as helping and

reinforcing national and regional trade associations in the sector.

## Statement of support

ETSA officially registered as a participant to the United Nations Global Compact in May 2007. ETSA strongly supports the Global Compact initiative and has committed itself to Global Compact's 10 principles of business activities related to human rights, labour, environment and anti-corruption.

Textile rental and professional industrial care and maintenance, by its very nature, provide a sustainable alternative to disposables, washing at home and even ownership of textiles. As a result, ETSA members have a specific focus on environment principles. As such, our first COP, released in October 2009, concentrated on the UNGC environmental principles. In this, our second Communication on Progress, we have tried to broaden our focus and have documented our achievements and progress in all principles.

**Signature**

**Position**

## Commitments, Systems and Actions Sept 2009 – Sept 2010

The following table highlights the influence of the United Nations Global Compact (UNGC) principles on ETSA. Even though ETSA members have a specific focus on the environmental principles, we encourage them to respect all 10 principles.

ETSA commits itself to broaden engagement with Global Compact. We wish to encourage our members to sign up to their 10 principles and are committed to promoting responsible ethical, human rights, social and environmental practices in a transparent and accountable manner throughout the industry from textile production and sourcing to textile servicing.

ETSA currently has 3 members who have already signed up to UNGC: Berendsen, Sunlight and Elis. Several other members have already adopted the principles and hope to commit themselves in the future e.g. AlSCO, Jensen and Mewa.

Human Rights	ETSA commitments, systems and actions
1. Businesses should support and respect the protection of internationally proclaimed human rights;	<b>COMMITMENT:</b> ETSA commits itself to the UNGC principles of human rights and encourages its Member to follow a CSR standard, system or tool.
2. and make sure they are not complicit in human right abuses	<b>SYSTEM:</b> We encourage our members to sign up to the UN Global Compact Principles and we actively promote the benefits of doing so.
	<b>ACTION:</b> Continue to promote the UNGC Principles amongst our Member and broaden engagement with UNGC.
	<b>MEASURABLE RESULTS:</b> We have not been able to measure the results of our initiatives. We hope to be able to work on this in the future by mapping our members CSR progress and

encouraging them to implement the 10 UNGC principles.

## Labour

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**COMMITMENT:** ETSA is committed to promoting the benefits of free association and adherence to collective bargaining agreements. ETSA encourages our members to support means for independent and free association and bargaining.

**SYSTEM:** While ETSA does not have a mandate to be involved with trade unions at European level, we do acknowledge the role of union representatives and encourage our national associations and member firms to carry out social dialogue with social partners at the national level.

**ACTION:** In June 2009, ETSA organised a meeting among our national association members which focused on labour and employment issues.

**MEASURABLE RESULTS:** Representatives from 7 different countries took part in this event. The information and documents exchanged could then be passed on to their own members.

In order to monitor the situation more closely, ETSA is in the process of collecting data on labour and employment in textile services in the countries of our 10 member National Associations. This will allow us to monitor developments and encourage members to agree to collective bargaining agreements.

4. Businesses should uphold the elimination of all forms of forced and compulsory labour; and
5. Uphold the effective abolition of child labour.

**COMMITMENT:** ETSA encourages our members not to resort to any form of forced and compulsory labour. In addition, ETSA members are encouraged to closely monitor their supply chain to ensure that suppliers and supplies of suppliers are not engaging or supporting the employment of children.

**SYSTEM:** ETSA has produced a CSR SWOT analysis, detailing the strengths, weaknesses, opportunities and threats of the various standards, systems and tools available to companies. This report is available to all members and is intended to help them to implement CSR strategies for their businesses.

**ACTION:** In June 2010, ETSA organised a CSR Workshop for our members. We invited CSR experts to explain the various systems, standards and tools available for companies.

**MESURABLE RESULTS:** The CSR workshop was attended by 19 participants coming from 12 different organisations. Member firms and associations were then able to collect data on best practices. As yet we have not been able to measure the result of this action; however, we hope to follow up with another CSR workshop next year and annually monitor the CSR actions of

6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.

**COMMITMENT:** ETSA commits to support our members in the elimination of discrimination, that is founded on the age, sex, religion, origins (social and ethnic), political or trade-union membership.

- The textile service industry in Europe accounts for more than 135,000 jobs, including many jobs for less-qualified workers and those with either physical or mental handicaps. [For example, in France, 6% of workers in industrial laundries are handicapped; in Germany, 2%, and, in Italy, 3%.](#)
- ETSA's members provide work for people with limited language skills and provide immigrant workers with a working environment to help them become more socially integrated.

**SYSTEM:** ETSA supports opportunities for equal opportunities. ETSA does not directly employ a textile service workforce, however, we aim to inform our members of best practice techniques and inform them of recognised standards. For example, ETSA encourages members to follow the relevant ILO Conventions.

In addition, ETSA has signed up to be a campaign partner with the European Agency of Health and Safety at Work (EU-OSHA) in its latest campaign on safe maintenance. ETSA shares a common goal with EU-OSHA in our strong commitment to safe operations and employee safety. [Find out more.](#)

**ACTION:**

- (1) In June 2010, ETSA hosted a meeting with our national association Member which focused on labour and employment issues. Representatives from 7 countries took part in the event.
- (2) Participants emphasised the importance of establishing an overview of the labour situation in Europe, to enable ETSA improved monitoring.
- (3) ETSA member National Associations will share information on best practices with regards to employment policies and principles.

**MEASURABLE RESULTS:** As yet, ETSA has not been able to measure results. ETSA will produce a labour market overview of the 10 European countries/national associations that work within ETSA. Updating the survey every year will allow us to monitor the marketplace and continue to encourage a healthy and discrimination-free workplace.

## Environment

7. Businesses should support a

**COMMITMENT:** ETSA is committed to a precautionary approach to environmental challenges.

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**SYSTEM:** We are committed to carrying out peer-reviewed and ISO 14040-compliant scientific studies to evaluate the impact of the environment of our products and systems, particularly in comparison with commonly used alternatives.

In the past we have carried out 3 LCA – Life Cycle Assessment – studies. Further research is ongoing and ETSA has launched a research project on how professional industrial care and maintenance provides a more sustainable alternative to washing at home and using disposables.

We also carry out benchmarking studies on resource consumption and savings in member firm laundries.

Furthermore, ETSA is committed to sharing information on best practices among our members. In this context, ETSA annually organises a special seminar on best practices and new technologies to save resources.

**ACTION:** In September 2010, ETSA organised a seminar on “Calculating the environmental footprints of textiles services”. We reviewed data and methodologies currently used and are evaluating the feasibility of establishing a common ETSA methodology.

#### **MEASURABLE RESULTS:**

- (1) 25 experts attended this seminar from 17 different companies and 8 different European countries (Austria, Denmark, Finland, France, Germany, Italy, Netherlands and the UK).
- (2) Participants shared ideas on CO<sub>2</sub> emission reporting for possible implementation in their own companies and countries.
- (3) Furthermore, the ETSA Secretariat hopes to draw up a methodology for an ETSA CO<sub>2</sub> footprint calculator. This will allow us to measure, report and share information on the environmental footprints of our members and our industry as a whole. This data can then be monitored annually and will encourage our members to continue and deepen their precautionary approach to environmental challenges.

8. Businesses should undertake initiatives to promote greater environmental responsibility.

**COMMITMENT:** ETSA undertakes to promote greater environmental responsibility. We encourage our member firms to commit themselves to providing textiles services while exercising the greatest possible concern for the environment.

We encourage businesses to opt for a textile rental solution, which, leads to lower resource consumption.

**SYSTEM:** These commitments are publically expressed on our

ETSA website in the form of our ETSA Environment principles.  
[Read more.](#)

ETSA is in the process of creating a new public website, which has a section dedicated to environmental responsibility and presents the environmental benefits of textile services.

**ACTION:** We aim to launch our new website in 2010. This public website is intended to strengthen awareness of the environmental benefits of textile services. These messages are and will continue to be backed up by scientific studies.

**MEASURABLE RESULTS:** We have not been able to measure the results of our initiatives. We hope to work on this in the future.

9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

**COMMITMENT:** ETSA commits itself to encouraging the development and diffusion of environmentally-friendly technologies through identification and communication of best practices in terms of resource efficiency and savings in laundries.

By improving the efficiency of our laundries, consumers will be encouraged to move away from less environmentally-friendly technologies such as washing at home or using disposable alternatives.

**SYSTEM:** Since the creation of our association, ETSA has been hosting specialised laundry technology and environment committee meetings with environmental experts at least every six months. These meetings have been rich in identification of ideas and provide an expert-level platform for exchange of best practices.

ETSA also organises an annual seminar on a specific resource-saving theme. This seminar is open to all ETSA members.

**ACTION:** In September 2009, ETSA hosted a special seminar on wastewater. This event was attended by 18 participants, representing 9 different European countries and most of Europe's largest laundry groups.

**MEASURABLE RESULTS:**

- This wastewater seminar led to a new ETSA project to define wastewater characteristics for discussions with regulatory authorities. This paper also aims to raise awareness of the positive environmental contributions of industrial laundries in comparison to washing at home or using disposables.
- A second project focuses on the key role and benefits of professional expertise of laundries in removing and controlling harmful substances from soiled textiles from customers, which, were they washed at home, could

otherwise end up in the sewer system. We aim to increase customers' awareness of the potentially hazardous substances in their soiled garments, so that these substances are properly and professionally collected, treated and disposed of.

### Anti-Corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

**COMMITMENT:** ETSA is committed to working against corruption in all its forms, including extortion and bribery.

**SYSTEM:** ETSA encourages members to follow a recognised international or European CSR standard. For example, many of our members follow the EN14001 standard (Bardusch, Christeyns, CWS-boco International, Davis Service Group, Ecolab, Elis, Lindström and Rentokil-Initial).

**ACTION:** The topic of corruption was discussed at our CSR workshop, during which, members were encouraged to adopt the UNGC 10 principles.

**MESURABLE RESULTS:** During the CSR Workshop, members received information on the various standards, systems and tools that will ensure that incidences of anti-corruption are correctly reported and dealt with. As yet, we have not been able to measure the success of this action. However, we hope to do more work on member-mapping in the future.

### How do you intend to make this COP available to your stakeholders?

We will send all members an email alert and provide them with them a link by which they can download the report. We also alert stakeholders via our monthly email newsletter, in which we will summarise this report for members. We will place the report on our extranet and public website, once our new website is online.

We will invite our Member textile service companies, suppliers and national associations to disseminate this report to their various stakeholders.