

FTN: GLOBAL COMPACT Communication on Engagement 2020

Participant ID: 15617

Introduction

This “Communication on Engagement” provides an overview of activities by FTN and her members.

Annex 1 provides a short introduction of FTN. A detailed description of the industry, its social and economic significance is given by the report¹ EY prepared in 2019. This report substantiates that the industry contributes substantially to the Dutch economy, both directly as indirectly. Furthermore the report provides an insight in possible future opportunities and developments.

Activities and results

In her role as the Dutch Federation of Textile Services, FTN develops activities to boost

- Innovation in, and
- Professionalism

of the industry.

Initiatives that support the key values of the association:

- Sustainability;
- Quality and
- Services.

These core values connect to the Ten principles of the Global Compact.

Basic principles

FTN and members act according to the statutes and internal regulations. These declare that FTN improves the image and reputation of the textile service industry and members act accordingly.

Labour and working conditions

FTN represents employers. Although professionalism is important and still growing, the sector still offers low-skilled labor and therefore job opportunities for people who have a distance to the labor market like immigrants and disabled people.

Labour and organization

FTN initiates a broad spectrum of activities in this field. Goals are:

- Safe and healthy working circumstances for employees,
- Stimulating personal development and technical expertise
- Making the industry more attractive for potential newcomers.

To achieve safe, healthy and attractive working conditions FTN, together with sister organization NETEX, and social partners, takes responsibility for:

1. A Collective Labor Agreement with extra-legal arrangements for employees;
2. The “Catalog on Labour working conditions and safety aundries and linen rental companies” which describes protocols and means to reduce the impact of physical strain, noise, indoor environment, workload, biological agents/cytotoxic agents and improving OHS infrastructure.
3. The webbased tool “Risk inventory & evaluation (RI&E)” to identify risky working circumstances and develop a plan of action.

Both have been updated to maintain official recognition for the coming years.

¹ EY: “Textile service is added value; Social significance and perspective” (April 2019).

Sustainable employability and flexible working hours

Together with social partners, FTN has developed pilot projects for these subjects. The pilot sustainable employability helps companies with tools and advisors how to keep (older) employees employed for a longer time at a responsible, safe and healthy way. The retirement age in the Netherlands is becoming increasingly higher to keep the pension system affordable.

The pilot flexible working hours is developed to investigate how companies can vary with working hours to, at one hand, meet market specific demands, and, at the other hand, give employees more flexibility so they can combine their job more easily with their private life.

Control body compliance CLA (for the industry).

This pilot is another initiative of FTN. To prevent companies working in the industry evading the Collective Labor Agreement, which is officially established by governmental authority, the Control body must investigate signals and assure that companies follow the rules so employees get what they are entitled to.

Code of conduct

FTN has developed a Code of Conduct which aims at fair market conditions and competition to make sure that no one is being abused. Unfortunately, in The Netherlands abuse of mostly foreign employees, immigrants, is still happening. With this Code of Conduct FTN and her members want to distance themselves from these malpractices.

Training

The industry invests heavily in safe and sound working conditions so providing knowledge about various aspects of their work to employees is stimulated. Various – large scale – companies run their own training/education program.

FTN as social partner sector is involved in developing dedicated training programs aimed at increasing technical expertise and stimulating personal development.

The scope of courses is broad. Topics are machine safety and working with various cleaning processes and the specific chemicals used in these processes. But also language courses are offered for immigrants to improve social and working relations but also safety and health

Environment and sustainability

Professional textileservice is the most responsible way to clean textiles like bedding and workwear. That the industry is energy efficient and sustainable is demonstrated by reports² of the independent institute TNO that show that professional textile service has an environmental impact which is 20% of the impact laundering at home has. Energy efficiency is up to three times better when the same hygienic quality level has to be achieved.

Professional textile care: most sustainable alternative

The research described above has recently been supplemented with additional research by Technological Knowledge centre Textilecare (TKT). The report³ substantiates the sustainable profile outlined in the research mentioned above. The additional research has a broader perspective and focuses on CO₂ emission, water consumption and plastic fibers.

² Wijkema, A.W., Milieuverantwoord, hygiënisch wassen, TNO rapport 060.03693, 9 december 2014

³ TKT: Sustainability Profile Report Professional Textile Care in the Netherlands (June 18th 2019, ref 8111901002)

The report shows that textile service:

- Emits 24% less CO₂ annually;
- Uses 35% less water per wash compared to home laundering;
- Contributes only 0,1% to microplastic fibers in nature versus 33% by home laundering.

Based on this research, FTN started a campaign in 2019 to demonstrate to stakeholders that professional textile care is the only responsible solution for the cleaning of textiles.

Long Term Agreement energy efficiency

FTN and her members participate in the energy efficiency program of the Dutch government. By underwriting the Long Term Agreement FTN and participating members are committed to achieve a minimum improvement of energy efficiency of 2% average annually over the period 2005 – 2020.

With the continuous support of companies and various projects the track record of FTN has been consistently good as is shown in the table below. The minimum required average annual saving is exceeded as the last column of the table shows.

Result	2018 relative to 2017	2018 relative to 2005
Process efficiency improvement	1,7%	30,6%

Table⁴: Results FTN in LTA

Training and education:

Safe and sustainable processing is in the hands of employees. With the right skills and knowledge employees are aware of the risks machineries and chemicals and can act accordingly. FTN is actively involved in the development of courses and/or making these available for the industry.

- The Training Centre Textile Care (TCT) offers various trainings which inform/educate employees on working safely with machines, processes, chemicals and other hazardous substances.
- TCT offers, all round professional trainings covering all aspects of modern textile cleaning and, in association with CINET, international courses within the World of PTC Business School. These courses bring the textile care industry on a higher level by offering knowledge and support to implement sustainable working methods for the environment but also for employees. Employees can acquire the certificate Master in PTC. Companies are enabled to implement the quality management system Cerclean®. This QMS helps entrepreneurs to improve business/production processes and efficiency, and thus improve quality, and to implement safe and sustainable working methods. With e-learning courses TCT offers full support for everyone interested in becoming a Master in PTC and a qualified “quality assurance manager”.

⁴ Source: report LTA-monitoring 2018 Textileservice, July 7th 2019, reference TSB2018/LH/GG

Annex 1: brief introduction FTN

FTN, the Dutch Federation of Textile Service companies, entered the Global Compact program in December 2011.

FTN represents almost all prominent Dutch laundry and linen rental companies. Also suppliers are connected. For FTN key values are quality, sustainability and services.

Textile service is the preferred indication of member activities. In early days the core business was laundering. In modern companies the focus has shifted towards logistic services and other additional services besides laundering. This transformation is still in progress and will be intensified over the next years. FTN is the catalyst of research and development within the entire value chain of textile service. Value chains include suppliers and users in the market segments health care, recreation and leisure and industry.

Website: www.ftn-nl.com