



ETSA

**EUROPEAN TEXTILE SERVICES
ASSOCIATION**

The European Textile Service Association (ETSA) and its members are committed to deepened cooperation and ambitious objectives in securing a more sustainable tomorrow. We are proud to be members of the United Nations Global Compact



The Sixth ETSA Communication on Engagement on United Nations Global Compact

November 2021

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Brief description of the nature of the business

The European Textile Service Association (ETSA) represents textile rental firms, suppliers of detergents, soaps, machinery, fabrics and garments, as well as national textile associations. Since 1994 ETSA has been hard at work promoting the interests of this industry which provides a service critical to communities throughout the world, especially in the context of the ongoing COVID-19 pandemic. ETSA is a non-profit company which uses its position to act as a bridge between European Union institutions and ETSA members in the textile service industry. ETSA has also been recently made a European Commission Climate Ambassador and we are determined to use our new position to both encourage our members to embrace sustainable and green innovation while continuing to supply consumers with safe and hygienic textiles.

Textile services offer supply, rental and maintenance of textiles, including but not limited to:

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

ETSA brings together 37 companies, associations and research institutes in the field of textile services:

- 10 textile rental companies
- 13 industry suppliers, e.g. machinery, detergent, fabric, and garment manufacturers
- 12 national textile rental associations and 2 research institutes

ETSA works with national associations in the following countries: Belgium, Denmark, Finland, France, Germany, Italy, Czech Republic, Norway, Sweden, Switzerland, the UK and the US.

Statement of support

ETSA and its members strongly support the ten principles of support in the United Nations Global Compact, including respect for human rights, labour, the environment and anti-corruption. ETSA is proud to re-confirm its commitment to the UNGC not least because its members have structured highly ethical and robust business models centred around the principles outlined by the UN and indeed a moral and just society.

A sustainable and inherently circular business model

The textile service industry is an inherently circular business model built around three pillars, **rent, reuse and protect**. Moving toward a **rental** rather than an ownership model of textiles allows for textile products to have an extended lifespan, with repair services operated by professionals allowing for products to remain in the textile value chain for a much longer period of time. Businesses and essential services have the opportunity to outsource their laundry services to professionals who are familiar with the both the most hygienic and environmentally conscious way to approach textile maintenance. The textile service industry also emphasizes textile recycling, upcycling and keeping products in the circular loop for as long as possible. This naturally reduces the demand for virgin resource extraction which contributes heavily to the carbon footprint of the greater textile industry and textile manufacturing globally. We are constantly striving to innovate in order to maximize recyclability and minimize waste to only when a textile product cannot be further recycled or re-used.

Optimizing water, detergent and energy efficiency

With water scarcity and sanitation being increasingly salient issues in the global political discourse, ETSA members have taken the initiative to find new, out-of-the box solutions to minimize water usage while still providing the same quality of textile care, that is demanded by ourselves, and consumers. Finding ways to reduce consumption while still providing textiles that are hygienically sound is a front-and-centre priority for ETSA and its members as well as the EU in pursuing sustainable development. We will expand on this topic in the environment section of this communication.

Our members: have all understood the need to innovate and improve our water management system, one such example is that of ETSA supplier firm, “Christeyns” based in Ghent, Belgium. The newly developed “Hydro” washing system reduces water usage by up to 80%, requiring only 1 litre of water per kilogram of textile linen for treatment. This new method of doing laundry is totally sanitary while also working to reduce wastewater and minimize freshwater extraction.

Our members: ETSA member, “Lindström” has optimized the use of water, energy, and detergent in their laundries consistently since the 1990s and since then they have managed to decrease their water and energy consumption by 50% per washed textile kilo. They recycle water in different washing stages (eg. rinsing water can be used as the washing water for the next batch) and improving energy efficiency by heat recovery systems. Recently they opened a wiper laundry in their U.K. that is equipped with state-of-the-art technology to operate in the most environmentally friendly way. It uses advanced technology to operate without discharging any wastewater. The plant recovers and removes solvents and inks from the effluent, with these being used as fuel elsewhere – for example in cement works.

Our members: Some plants from ETSA member “ELIS” are already working on water closed loop cycles, allowing full water recycling and reuse and overall very low water consumption

for the cleaning process. The solid waste are also valorised to maximise the environmental benefits.

Our members: ETSA Member Carrington Textiles; its well known that processing textiles uses a lot of water, by the use of water recycling (taking water from the cleaner wash offs and putting this into the initial “dirtier” washes) coupled with the use of alternative technology they have been able to reduce the water usage on the preparation range from a typical 20 litres per kilo to 8-10 litres per kilo. It’s also well know that processing textiles uses a lot of heat. Through the use of heat recovery systems Carrington Textiles have managed to save of 4,000 tonnes per year of CO2 from being generated.”

A long lifecycle

As stated earlier, textile services emphasize increasing the longevity of a textile products life span in the economy, this is true for everything from uniforms and apparel to protective clothing and medical equipment. Reusable textiles are the superior choice when compared to the more environmentally damaging disposables. Innovative ways of recycling of textile fibres which have been embraced by many ETSA members, such as the use of alternative fibres in textile-production and the increased use of non-fossil energy in the washing process, are continuously decreasing the environmental impact from textiles. While the maintenance and environmental footprint of textile linens is lower than disposable textile alternatives. Hygienic and safety performance of renewables remains the same, underlining the fact that ETSA members are committed to providing both environmentally conscious products without compromising user health or safety.

Our members: ETSA member, Lindström lengthens the lifespan of textiles by using durable materials, repairing, and reusing their garments. They repair 4,5 million pieces of textiles per year. They advocate minimal customization to their customers in the interest of environmental impact as it shrinks the scope of our garments’ reusability. For example, the first user group can be in client-facing roles where the workwear needs to be neat and spotless while the third user group may work in conditions where the garments are soiled, and the repairs are irrelevant. This reusability means that these garments require just one-third of the textile material during their lifecycle than highly customized garments do.

Our members: ETSA member ELIS is performing Life Cycle Analysis of its services to both drive eco-design of its products(concept, material choices, origin and production method, recyclability, ...) but also demonstrating the benefits of circular economy approach. For example, studies demonstrated: opting for reusable Hospitals scrub suits results in a 32% reduction in emissions compared with disposable garments (a figure that may reach up to 62% based on actual consumption); and using cotton roller towel dispensers results in reduced emissions of up to 29% compared with disposable paper towel dispensers. In addition, for over 10 years, the Elis Group has been supporting fair trade through its partnership with the Fairtrade/Max Havelaar label and uses organic, Fairtrade cotton in 23 of its products.

Sustainability of the entire supply chain

Our members supply, manufacture, rent, transport, wash and recycle the textiles as required by their customers. In some instances, this service cycle may involve a long supply chain. Both the rental firms and the suppliers to the industry take a proactive approach to ensure full responsibility for the sustainability and ethical behaviour of the actors involved in all stages of the rented textile value chain.

Our members: DFD has taken to expanding its commitment to corporate social responsibility to their entire supply chain. Over the last three years they have been focused on cutting the number of strategic suppliers in order to be able to engage in closer partnerships with sustainable initiatives and have a more “hands-on” approach to their supply chain. DFD has also increased the number of labels that protect the environment and social responsibility in the value chain including, 1. GOTS- The Global Organic Textile Standard 2. CI – Better Cotton Initiative and 3. Fairtrade. This empowers both consumers when purchasing while also providing incentivizes to suppliers to engage in socially responsible practices. Suppliers of DFD must conform to the DFD “Code of Conduct for Suppliers Manual.”

Our members: 100% of Lindström’s strategic suppliers have signed their Code of Conduct which prohibits forced or compulsory labour, and declares their commitment to rights of children and young workers. Lindström follows the International Labour Organization’s (ILO) definition of minimum age or local laws if they are higher than defined by ILO. Supplier performance and risk management are core tasks in their procurement function, and their audit process aims to make sure that each supplier’s performance conforms to a specific standard. They regularly make risk evaluations of both supplier countries and suppliers themselves, and they audit their strategic suppliers every three years. Their major workwear suppliers are BSCI audited. Lindström’s follow-up system is designed to ensure that all the noted discrepancies will be corrected, and the necessary processes updated.

Our members: Since 2010, ELIS has reduced by 36% the water consumption intensity of its laundries by a variety of different means: optimization of washing equipment, replacement of powdered detergents by liquid detergents, reusing water between washing equipment, recycling of wastewater. Some of these achievements were realised through partnership with our detergent suppliers to identify and implement new technologies supporting further reduction.

Our members: CWS’s whole business model is built on the idea of circularity. Think Circular is the principle of CWS’ actions and the implementation of the company’s vision: Think Circular for a healthier and safer tomorrow. In a holistic approach, CWS works in a resource saving manner within its own productions. By now, the 51 high-tech laundries throughout Europe process 200 million kilos of laundry per year. The laundries work in a resource-saving manner: They are equipped with water- and energy-saving systems, environmental and hygiene management standards. For example, CWS reuses its process water. For instance, the cotton

towel rolls is washed first, then the water is reused for dust control mats. CWS treats its own waste water and readily trials alternative washing techniques that use less water and lower temperatures. This includes repeatedly reusing washing water until the washing agents/detergents are no longer active. To ease this process as well the process of reducing heat temperature while washing, an optimized mix of detergents is used.

Our members: Since January this year Rentokil Initial is managing Ecodriving programs thanks to their onboard technology implemented in their vans that allows them to monitor driving behaviour and fuel consumption. Thus, fuel spent is down 7% and Co2 emissions from the fleet are therefore down by 697 tons. They are also transitioning from diesel engines with more than 10% of their fleet running on natural gas by the end of 2022, waiting for EV Vans to be made available. Natural Gas engines reduced these particular emissions by 98% when compared to diesel and improve nox emissions as well.

Our members: Since 2007 all Suppliers to Carrington Textiles have been signed up to the “Carrington Code of Conduct” this is based on the Global Compact. Not with standing this, strategic suppliers are encouraged to become accredited to SA8000, GOTS, STeP and other schemes which promotes CSR.

Implementation and Assessment (Recycled Textiles)

Our members: As we all know, doing laundry requires extensive usage of water. However, in line with EU strategies to limit water usage and reduce waste water, CWS has taken in the initiative to allow textile items to have a long life span, while also guaranteeing product sanitation and quality. In 2020, CWS reduced the water consumption for towel washing from 5,4 to 4,7 litres per kilogram, saving more than 25,000 cubic square meters of water!

Our members: Elis firmly believes that keeping material in use and reducing natural resources consumption through product lifespan extension, for example, is critical to address our current environmental challenges and our planet finite boundaries. Elis is also developing and experimenting new recycling textile streams within its different geographies to provide a sustainable solutions to textile products end of life. The Group is especially partnering along the value chain on different technologies such as mechanical and chemical recycling. As of 2020, the Group is recycling 65% of its textiles and targeting 80% by 2025.

ETSA’s environmental commitment

Aligned with the UN Global Compact's environment principles, ETSA’s Environment and Laundry Technology Working Group has been a valued ally in not only promoting green innovations and best practices but is a platform for those in the textile service industry to network and re-affirm their green commitments. This working group prioritizes doing our part in ensuring the goals outlined by the European Green Deal and the European Climate Pact are successful. Our Members want to ensure

- A completely circular business model
- Increased corporate social responsibility throughout the textile value chain
- a decrease in microplastic discharge and other hazardous by-products of textiles
- working toward an elimination of PFAS use by innovating in alternatives
- Reducing waste water and carbon emissions to the absolute minimum
- Integrated textile reuse and recycling

Many of ETSA's members are also members of the United Nations Global compact in their own right. In this communicative document we'd like to use real examples from the past 2 years to underline that despite the difficulties faced by the COVID-19 pandemic, our members are committed to constantly looking outside the box for new solutions to address the global issue of climate change.

More details on the examples are provided throughout this communication, in particular on our environmental commitments. More information can be found on the ETSA public website, www.textile-services.eu, as well as ETSA social media, Twitter and LinkedIn.

ETSA Secretary General, 18 November 2021

Elena Lai



Human Rights, Corporate Social Responsibility

ETSA commitment

At the European level, ETSA counts among its members 11 national textile service associations from Belgium, Czech Republic, Denmark, Finland, France, Germany, Italy, Norway, Sweden, Switzerland, the United Kingdom and the United States. This network meets regularly to pursue the exchange of information, to discuss common initiatives and to share best practices. Among other issues, this network enables each association to benchmark national labour laws and national market trends with other European countries on an on-going basis. ETSA and its members are committed to upholding and exceeding the moral standards set forth in their

respective countries, so that the dignity of workers is upheld. Along with practices geared toward sustainability and environmental consciousness, ETSA members are striving to create jobs and opportunities for workers throughout the world, both in Europe and along the textile value chain.

ETSA maintains an updated and active overview of demographics from its national associations and members. These demographics include, the age, gender, male to female ratio in employment categories as well as other social variables. ETSA Members are committed to promoting a diverse and respectful working condition for all employees, and stamp out bigotry and discrimination.

Implementation and measurement

Our members: *MEWA has set out their ethical guidelines in their code of conduct, which is explicitly based on the principles of the United Nations Global Compact, the ILO Conventions, the Universal Declaration of Human rights, the UN conventions on the rights of children and the convention for the elimination of all forms of discrimination against women. The MEWA code of conduct also states that forced labour, child labour and corruption will not be tolerated under any circumstances. Moreover, MEWA as a long-time member of both ETSA and DTV has repeatedly shown that its commitment to human rights is not just “hot air” but has manifested in concrete action.*

Fair trade and Free trade in supply chains

Our members: *The procurement of the textiles is a very important part in Salesianer's business. Salesianer started offering bed linen made with Fairtrade organic cotton in 2019 and has since expanded the range to include terrycloth made of 100 % Fairtrade organic cotton. The organic Fairtrade cotton is grown by small farmers on organically managed fields in India, free from genetically modified seeds and without the usage of dangerous pesticides. The plant's growth phase goes together with the natural precipitation of the monsoon rains, which means the organic cotton plants do not need to be artificially irrigated, conserving the region's crucial water resources. The textiles provided by Salesianer using organic Fairtrade cotton are also symbolic of the responsibility shown towards people and the environment. Fairtrade certification gives many small Indian farmers and their families the chance for a better life, on the one hand ensuring a stable and higher income and, on the other hand, improving the lives and working conditions of the local people through training and quality assurance.*

Labour

ETSA stands with the UN and the international community in supporting the elimination of all forms of compulsory labour and indentured servitude, as well as child labour and any form of labour coercion. Furthermore, ETSA is committed to stomping out discrimination, and promoting equal opportunities for men and women as well as minority communities. Fundamentally, ETSA and members also condemn all forms of discrimination based on class, religious affiliation, political viewpoints, disability or any other form of arbitrary bigotry. ETSA member companies closely monitor their own supply chains to ensure integrity is upheld and that neither suppliers or affiliated partners, engage in or support, child labour, human bondage or any other fundamentally abhorrent labour practice.

ETSA is also well aware of recent phenomena taking place in the European and global labour market. Brain drain has hollowed out entire regions in Europe and automation has continued to make many jobs redundant. This is one reason why ETSA has participated in and (as of 2021) completed the EU-funded project “Educate!” This project focuses on educating workers in the textile care industry, on their own time through digital means. This allows for a more highly competent and skilled workforce that can serve localities and communities throughout Europe. Our focus on adult education shows that we are not only focused on rightly condemning abhorrent labour practices, but also elevating our own. Projects like this ensure workers and their families have a brighter future. ETSA was proud to cooperate in this project with some of its national associations, including, the “Belgian Textile Federation” (FBT), the “German Textile Cleaning Association” (DTV), the “Laundry and Dry-Cleaning Association of the Czech Republic” (APAC) and the “Swedish Textile Service Association”.

Implementation and measurement

Our members: one of ETSA’s national association, DTV, which represents the German laundry and textile care industry, serving firms all over the country, has renewed its commitment to equality and basic human rights in labour practices. Condemning and prohibiting, child labour, forced labour and psychological coercion, but also condemning and prohibiting sexual harassment, irregular working hours which are not compensated while also ensuring adherence to basic standards of safety and employee welfare.

Our members: Johnson Service Group is committed to implementing and enforcing effective systems and controls to confirm that slavery and human trafficking is not taking place anywhere in its supply chain or in any part of its business. The Group also expects its suppliers to have suitable anti-slavery and anti-human trafficking policies and processes within their businesses and to cascade those policies to their own suppliers. The standards address a broad spectrum of working conditions including fair remuneration, working hours, no child labour, respect, non-discrimination, health, safety and wellbeing, as well as freedom from forced labour. As part of any tender process, prospective suppliers must confirm compliance with the standards at the pre-qualifying questionnaire stage – the Group will not progress to working with any supplier which does not comply with the standards.

Our members: *Lindström commits in their Code of Conduct to fair employment, that they do not tolerate discrimination of any kind - based on gender, maternity status, sexual orientation, marital or civil partner status, gender reassignment, race, nationality, ethnic or national origin, religion or belief, disability or age. It also declares the right of free association of employees, and to neither favour nor discriminate against members of employee organizations or trade unions. In unionized countries, Lindström enters collective bargaining to negotiate flexible ways of organizing work, compensation and employee development. In those countries, where collective bargaining is not present, Lindström encourages employees to participate in open dialogue with the management.*

Our members: *ETSA Member Johnson Service Group is committed to equal opportunities and the creation of an entirely non-discriminatory working environment where everyone is treated with dignity and respect. The Group considers a diverse range of candidates for employment and promotion and continue to progress the levels of representation of women in its senior ranks. Its policies and practices provide equal opportunities in respect of matters such as training, career development and promotion for all existing or potential employees irrespective of, amongst other matters, gender, ethnicity, age, sexual orientation, religion, belief or disability. All decisions are based on the merits of the individual concerned.*

In practice, empowering women

ETSA continually works with members to empower women and stand against discrimination and bigotry. This December, ETSA is teaming up with its British, German, Belgian and American national associations to have a comprehensive and introspective look into the textile care sector through the media tool of a webinar, asking ourselves “Where can we do better?” This event is but the beginning of our work to extend leadership opportunities for women, while promoting equality and diversity in our sector and beyond.

Our members: *ETSA Member “Elis” has firmly committed itself to diversity and equal representation. This is done by ensuring that women have an equal opportunity to provide leadership and innovative ideas in Elis. Elis has set a goal of having at least 40% of its management positions held by women by the year 2025. To achieve this, plans to boost inclusivity and provide more opportunities will be made available to the women of Elis.*

Our members: *ETSA Member “Rentokil Initial” has been working hard to increase female representation in leadership positions while also doing its part to reduce the earnings gap between men and women. The Rentokil Initial board is now 50% women, up from 25% in 2016. With more equitable schemes to ensure bonuses and leadership opportunities, Rentokil Initial is paving the way for a more equitable tomorrow.*

Respecting Diversity

Our members: *By signing the Diversity Charter, CWS officially undertakes the goal of consistently promote the topics of diversity and inclusion. In doing so, the CWS Group is making a public commitment in one of its largest markets, its home market of Germany. In addition, motivated employees are involved in individual interest groups in the areas of Age, Disability, Nationality and Gender headed by the CWS Diversity Council. Internal formats are used to ensure greater visibility within the corporation in the individual topic areas, which were surveyed in internal polls. The Executive Leadership Team of the CWS Group is currently equally represented regarding gender.*

Environment

ETSA commitment

ETSA is committed to embracing a greater environmental commitment for both itself and its member companies. The UN COP26 conference in Glasgow of this year underscored the urgency with which both individuals and nation-states must act to prevent a climate catastrophe. ETSA members are committed to minimizing virgin resource usage, finding innovative ways to recycle, reuse and upcycle. Moreover ETSA members are committed to reducing carbon emissions in every step of the textile value chain including in transport, manufacturing, repair and more. Lastly, ETSA members are on the front lines of scientific research in order to discover new and more lucrative innovations that both address the climate crisis, create jobs and sustain local economies in a renewable manner.

Implementation and measurement

ETSA in its role as an EU Climate Ambassador has regularly disseminated information and best practices over its social media, as well as its general newsletter and its strategic newsletter. This title ETSA acquired in 2021, allows it to act as a sort of bridge between textile service firms and the EU Commission. In this spirit, ETSA has also organized webinars to promote sustainable practices in the general public as well as used its “Laundry, Technology and Environment Working Group” as a platform from which to encourage textile service firms to adopt more sustainable policies, while also allowing a free flow and exchange of ideas so to expand best practices across the board.

Our members: ETSA member *Lindström is committed to reach carbon neutral operations globally by 2035 on all scopes of its emissions. They started measure their Green House Gas emissions in 2004 and the company has managed to reduce them by 30% per washed textile kilo. Now they aim to offer carbon-free services for their customers and to reach the goal, they have identified three focus areas of largest impact for their emissions. The company will*

concentrate on reducing emissions in two focus areas in its own service operations (scope 1 and 2), aiming for carbon-free energy solutions and green customer deliveries. The third focus area will be increasing recycled and bio-based fibers in their products (scope 3) as the raw material of fabrics has an impact on the emissions that the company creates.

Reducing Consumption

Our members: ETSA Member “Salesianer” is just another example of ETSA members doing their part in ensuring that minimal resource usage occurs while still generating the same result in terms of quality. When it comes to reducing water usage and wastewater, since introducing water recovery technology at Salesianer in 2015, there was an increase of 24% of water savings. Salesianer is also committed to reducing fuel consumption in transit which accounts for 13% of its total emissions. As of 2021, 78,5% of Salesianer’s trucks have the EURO exhaust emission standard. They hope to have that number to at least 85% by 2025. This number is means a total reduction in the amount of diesel fuel burned per kilogram of laundry. In 2019, Salesianer achieved its own ambitious target of .022 litres per kilogram, its 2025 goals stand at .014 litres per kilogram.

Our members: ETSA Member “CWS” questions the status quo and uses and tests various technical options for more sustainability. For example, heat produced in the form of heat recovery systems is reused elsewhere. The last water used is used for the first wash of a new wash cycle and washing materials are reduced and water is upgraded. In the Netherlands, there is a Flat Mat Washer that can wash used mats faster and in a more resource-efficient way. In addition, e-mobility tests are carried out in logistics.

Our members: Rentokil Initial is currently using 245 tons a year of plastic films to protect their customer garments and their towel rolls. They are targeting a 70% reduction of these plastic films within the next 3 years. This will be achieved using alternatives to plastic films (lactose or potato proteins / biodegradable films) or using reusable protection films for their rolls rather than protecting every single garment.

Our members: ETSA Member “Lindström” reduces textile overproduction by eliminating buffers in stocks and inventories. Company’s own garment manufacturing units, Prodem, produce additional orders on-demand reducing the risk of obsolete textiles on stocks. Their three Prodem units in Latvia, Hungary and India have also managed to shorten the transportation distances from garment manufacturer directly to the customer. Service digitalization enables Lindström’s customers to optimize the needed number of textiles in circulation. Their Workwear Flex service uses intelligent technology to monitor the amount of workwear in stock, in use and in laundry, and adjust if needed. With the help of Workwear Flex Service, Lindström is able to reduce the number of textiles in inventory by 15-20%. In their cotton towel roll service, they utilise sensor technology that sends notification to the cleaner when the roll needs to be changed. This eliminates the risk of the roll being changed too early, and the clean towel being washed which extends the life of the cotton towel roll.

Our members: *ELIS has continuously improved the energy performance of processes and reduced its energy consumption intensity by 18%. Elis also examines and continues to deploy the use of alternative energies in its laundries, like biogas and bio-oil. ELIS is committed to reducing its CO2 emissions by 20% per kg of linen delivered on a 2010 baseline. As end of 2020, they have already achieved a 12% reduction.*

Our members: *ETSA member Carrington Textiles has introduced resource efficiency programs such as chemical recovery whereby chemicals which would normally go to a waste stream are captured, purified and reused. In addition process optimisation has been engineered whereby fabrics requiring similar finishes are planned and combined to run as one, rather than as many smaller orders, together with a “run to dry system” which optimises the chemical dispensing system to ensure that any residual liquor is minimised. This has enabled a reduction in chemical usage by 100,000 tonnes per year.”*

Innovation

Technological innovation and finding more optimal ways to deliver textile products and textile services is central to combatting climate change without compromising the hygiene and integrity of textile products. Indeed, how to deliver the same quality of goods, but at a fraction of the environmental effect is a challenge that all industries are faced with. However, as stated previously and as was shown time and time again in this communication, ETSA members, large and small have consistently answered the call and risen to the challenge. We as a society have a long way to go if we are to reach the goals outlined by the legally binding EU Climate Law.

Our members: *ETSA Member JENSEN-GROUP is a supplier firm, which has enjoyed a fruitful collaboration with ETSA. On a yearly basis JENSEN-GROUP invests in the range of 2% to 3% of its turnover in Product Development every year. This includes (but is not limited to) investments in CleanTech, or knowledge-based products that will improve service and operational performance in productivity. Through steadfast innovation and product development CleanTech will improve productivity and efficiency while reducing energy consumption, waste and pollution. In this context, the JENSEN-GROUP has developed a new gas-heated Water Removal dryer, with a consumption of just 0.95 kWh/l, this is currently the world’s most energy-efficient dryer. The EcoSafeguard process monitors the pH- and conductivity value as well as water hardness. Additionally, the heat of ironers is re-used to heat the water in the tunnel washer. All this is done to reduce consumption and the overall environmental impact of business. While this is truly remarkable JENSEN-GROUP does not rest on its laurels and continuously strives to improve.*

Our members: *CWS sustainability efforts are all about saving resources and Think Circular, the company’s umbrella for every sustainable activity and strategy. In 2021, the CWS GreenMats are launched. The new sustainable standard dust control mat will replace the older version piece by piece. By reusing about 10 old PET bottles per GreenMat and using the first in class phthalate-free rubber compound (the mats are free from rubber softeners),*

this product is part of the companies sustainability strategy that foresees to make 90 percent of new business with more sustainable products. Other projects are ongoing e-mobility tests within the logistics fleet. A comprehensive decarbonisation strategy, looking at laundry, logistics and supply chain, is being worked out at the moment.

Our members: Recognising that microplastics in the oceans is of significant concern, Carrington Textiles has engaged on projects using alternative spinning methodologies that were shown to reduce microfibre shedding by over 60% during wash testing recently conducted at the world renowned Hohenstein Institute. Carrington has also partnered with a technology provider to make Polyester fibre biodegradable in oceanic conditions which will reduce the microplastics polluting the ocean from their products.

Extending the lifespan of Textiles

As was stated previously, central to the business model of the textile service industry is making textiles last and extending their lifespan to the maximum. With simple re-use and recycling ETSA members are doing their part to minimize virgin resource extraction and production waste. Our members are committed to delivering a reliable and hygienic product to the businesses and individuals in Europe that is more sustainable and higher quality due to being crafted in a way to live longer.

Our members: Lindström through its practice of “cross ordering” has given used textile garments a second life. Often times, garments are returned and this is a normal part of a product’s lifespan. They can be returned for a litany of reasons from customer requirements, to seasonal working contracts ending. Cross-ordering is one of Lindström’s key internal processes. It supports maximizing the use of garments which are currently in use by sharing them between laundries, even those from different business units or countries. During 2020, Lindström transferred more than 230,000 garments between their laundries via our cross-order process, and a systematic implementation of the process was extended to include several of our European subsidiaries. The cross-order process continues to be actively developed to further leverage its measurable benefits in efficiency and sustainability.

Our members: ETSA member AlSCO has committed itself to extending the lifetime of textile products by adding to their durability. Not only have they chosen to work with chemical suppliers to create NPE-free formulas for their laundry facilities, but they have invested in fabrics with life cycles that are up to 80% longer than imported linens. AlSCO’s linens last longer and reduce the amount of energy needed in the manufacturing process.

Durability and Repairing

Our members: ETSA Member MEWA has emphasized prolonging the life cycle of garments by repairing them following wash cycles. After every wash cycle, garments go through a multi-stage quality control process which is extremely thorough and rigorous. If damage is found the

product is subsequently repaired. An item is only replaced with a new one, when the worn or damaged textile item no longer meets the hygienic and performance expectation of the customer. Thus, MEWA is able to keep a product in its own value chain for much longer than a given firm which does not offer textile service and rather relies on disposables.

Recycling

As we all know, at some point an item can no longer be safely repaired and it is beyond repair. As with every material living and non-living, textiles can only survive so long before they must move on to the next stage of existence. ETSA members are committed to a zero waste model which wholly embraces the European Circular Economy goals, when an item can longer be used, it should therefore either be upcycled, recycled or safely degraded into the surrounding regional biosphere.

Our members: CWS recycles up to 5 million garments each year. A CWS item is sent for recycling upon inspection and its discerned that this item can no longer serve its prescribed function. CWS is constantly striving to innovate its recycling abilities, from recycling PET bottles to finding new ways of recycling dust control mats . In 2020 CWS repaired or recycled more 47,000 hand towel dispensers and purchased 207,4 tons of recycled polyester for re-use.

Our members: Lindström has set a strategic goal of recycling 100% of their textile waste globally by 2025, their biggest side and waste stream. Lindström global goal for year 2021 is to recycle 50% of their textile waste through their local recycling partners. During the past few years, they have signed several contracts with local recycling partners, that direct their textile waste as fibers for textile industry, upcycle them for products of higher value than original, or downcycle them to raw materials for a range of products. They see their future as more and more oriented toward closed-loop production and upcycling.

Our members: Carrington has taken end of life garments from the laundry sector, these have been sorted, re-fibrilised, spun, woven and dyed back into textiles under the product name Arden. They are also engaged on a program whereby end of life 100% Cotton items are chemically broken down and the cellulose is regenerated to form new fibres for use in workwear fabrics.

Our members: Since August 2019 Rentokil Initial is recycling 98% of all their fabrics. Only the High Visibility garments (that contain glass particles that can not be recycled today) are collected in their laundries and then sent to a partner that transforms their end of life garments into insulation or sound proofing materials. This accounts for 1 million garments or 550 tons a year that it saved from being sent to waste industries and typically buried.

Diversification

Our members: ETSA Member “Bardusch” is situated throughout the European Continent and

practices, in part a diversified approach to sustainability. Each branch, therefore can have its own goals catered to areas where there is room for individual improvement. Some examples include a reduction of plastic film shrink-wrapping, heat exchanger optimisation, the saving of electricity, tour optimisation by saving fuel spent per kilometre, engaging in second-hand projects, reduction and optimization of machine running times, overall water consumption reduction and saving on travel time. Bardusch, and ETSA members moreover understand Europe is complex and diverse, having uniform goals is thus not always optimal, and its vital that individuals, and smaller organizations (such as Bardusch's various branches) take similarly ambitious goals to Member States and multi-national firms.

Anti-Corruption

ETSA commitment

ETSA is committed to working against corruption in all its forms, including extortion, bribery, racketeering and other forms of corruption and organized crime moreover. Our member companies are committed to maintaining the highest ethical and leadership standards throughout their European and global operations.

Implementation and measurement

Our members: ETSA Member DFD has a zero-tolerance towards corruption and bribery we operate, which is also more extensively outlined in their policy for responsible management. DFD adjusts it regularly to ensure that it meets the requirements in which they are morally and dutifully bound. Furthermore, their suppliers guarantee that requirements for human rights and anti-corruption are observed according to the 10 principles when they sign the DFD Code of Conduct for Suppliers Manual.

Our members: During the 2020 financial year ETSA Member, ELIS, continued the fight against corruption by rolling out the following initiatives, firstly, the updating of the Group's corruption risk map and its breakdown by country. Secondly whenever necessary, the adaptation to the specific local circumstances of its Group Code of Ethics and then subsequently disseminating this information in all Group countries. Third, the continued implementation of a single Group-wide whistleblowing mechanism and a procedure for handling alerts, as well as the regular monitoring of alerts and a biannual presentation to the Group Audit Committee as well as the continuation of training for at-risk managers and staff and giving priority to the most susceptible regions. Elis also calls for the strengthening of its own procedures when necessary as well as the sharing of updated accounting control

procedures. Finally Elis is committed to the continuation of a system for classifying third parties according to their risk level to introduce different levels of investigation.

Our members: ETSA Member, the Johnson Service Group has a Code of Ethics policy which is reviewed regularly by the Board and sets out guidelines for all employees to enable the Group to meet the highest standards of conduct in business dealings, including those with overseas suppliers. On joining the Group, whether by way of acquisition or otherwise, all employees are made aware of these standards and procedures to ensure compliance is achieved. Senior employees are required to sign an annual statement of compliance with the Code of Ethics. A dedicated and confidential Whistleblowing hotline service is available to employees should anyone wish to report perceived improprieties. The Group's anti-bribery policy sets out how employees must act to ensure that its zero tolerance approach to bribery and corruption is upheld."

Our members: CWS uses an internal Code of Conduct, which is a voluntary commitment by all employees, and an external Code of Conduct, which applies to suppliers. In addition, there are a number of internal training measures and an internal and external HelpLine. Anyone can report possible compliance violations anonymously via these call lines. The local compliance managers are an integral part of board meetings and report on their countries and incidents.

Concluding Thoughts

We must do more, the United Nation's own reports have shown the dire situation in which the climate is in, and underscore the need for drastic and decisive action as soon as possible. This is a calling for industries across the world to do more, to clean up their supply chains, embrace the circular economy, and promote green and resilient technologies. While we do all this, we can't ignore the struggle for civil rights, and equality. ETSA is committed to building on all it has achieved in the last three years, but understands there is even more work to be done. We at ETSA are proud to act as a bridge, between private firms and government bodies, cooperation, respect and understanding from both sides will be fundamental in order for us to come together and defeat the climate crisis.

Contact Information

Elena Lai: ETSA Secretary General

Email: e.lai@etsa-europe.org

Nelly Le Dévic: ETSA EU Affairs Manager

Email: n.ledevic@etsa-europe.org

Nikolas Schulze-Makuch: ETSA Communications Assistant

Email: n.schulze-makuch@etsa-europe.org

Postal Address: Rue Montoyer 24, P-7, 1000 Brussels, Belgium.