

# Infinite Textiles™

## Certification Scheme Guide



### Introduction

The **Infinite Textiles** scheme has been developed by the Textile Services Association. The intention is to create solutions to improve the circular economy for textiles used in the professional laundering and hiring of garments, flat linen and other textile products. Laundries and hirers (renters) using white and/or coloured textiles or garments can adopt the requirements of the scheme and seek certification via the Textile Services Association.

This scheme is also designed to be a future-proof initiative for a potential Extended Producer Responsibility (EPR) legislative requirement in the UK. Such future legislation may make it mandatory for the supply chain to cover the cost associated with managing the end-of-life of textile products thereby reducing landfill. EPR programs, such as those currently being implemented in the European Union, give the legal responsibility for collection, recycling, and end-of-life management of materials to the producers, manufacturers, brand owners, and first importers of products and packaging.

The scheme aims to maximise the usable life of textiles for their intended purpose. Where textiles are at the end of their intended use life, they will be delivered to or collected by a certified **Infinite Textiles Receiver** and where possible used for recycling into new textiles, reducing the need for virgin materials. It is recognised that recycling garments is significantly more complicated than flat cotton/cotton-rich linen.

**Infinite Textiles** scheme participants commit to not send end-of-life textiles to landfill and textiles sent for wiper or rag production will be limited to 10% of end-of life textile volumes/tonnage<sup>1</sup> for the participant organisation. Sending textiles for energy from waste (EfW) e.g. incineration will only be acceptable under this scheme where there is no other environmentally viable option.

Customer Owned Goods (i.e. those goods procured, owned and managed by laundry providers' customers) are not in the scope of the **Infinite Textiles Standard** unless there are specific arrangements in place for the supplying laundry to manage the end-of-life of these products.

The **Infinite Textiles** scheme is primarily aimed at Textile Services Association members, although also open to non-members. The scheme actively encourages the laundries to be enablers for their customers to manage the end of the primary use of products that may be out of the direct laundering scope (e.g. assisting in recycling of duvets and pillows).

The **Infinite Textiles Standard** has been developed to measure, assess and benchmark the progress that scheme members are making. The **Infinite Textiles Standard** is presented on the following pages.

---

<sup>1</sup> Volume / tonnage for the whole applicant i.e. for multi-sited applicants, this applies to the total for the company rather than each site individually.

This **Infinite Textiles Certification Scheme Guide** has been developed by the Textile Services Association with the intention of supporting applicant organisations prepare for an audit and certification against the **Infinite Textiles Standard**.

## Applying to be part of the scheme

Applications to be part of the **Infinite Textiles Scheme** are open to laundries and renters of textiles. If you are a textile receiver (recycler/reuser/aggregator etc.), please access specific documentation on **Infinite Textiles Receiver** scheme here: <https://tsa-uk.org/tsa-infinite-textiles/>

Application forms to be part of the **Infinite Textiles Scheme** are available here: <https://tsa-uk.org/tsa-infinite-textiles/>.

## Initial Audit

Once you have submitted your application form as stated above, the Textile Services Association will put you in contact with the auditing organisation and your auditor. They will work with you to arrange your Initial Audit. This will be supported by a self-assessment tool completed by you (the template of which will be provided as part of the initial contact with the auditor), where a sample of your sites participating in the **Infinite Textiles Scheme** will be reviewed against the clauses of the **Infinite Textiles Standard**. The auditing organisation will invoice you for the Audit Fees directly prior to sending the self-assessment tool.

Following the completion of your **Infinite Textiles** audit, your auditor will provide you with a report outlining the findings and confirming the final result. The outcomes of your audit can be:

- **Compliant:** all clauses of the **Infinite Textiles Standard** for the level assessed have been met.
- **Compliant with Opportunities for Improvement:** all clauses of the **Infinite Textiles Standard** for the level assessed have been met; but the auditor has identified areas where you could improve your compliance or operations. These are for consideration and are not mandatory findings although these should be reviewed and discussed with the auditor at the next audit.
- **Partial Compliance:** These are findings where some of the clauses are satisfied and some are partially outstanding. A maximum of ten partial compliances is permitted whilst still being awarded **Infinite Textiles** certification. You may choose to address outstanding Partial Compliances or not, although they will be reviewed and discussed with the auditor at the next audit.
- **Non-Conformance:** There are significant mandatory findings requiring action to allow certification.

Where the outcome of your audit is that the **Infinite Textiles Standard** has been met and the Organisation Licence Fee has been paid, you will hold this certification for three years, with a further sample audit required before the end of the three-year period.

Sample audits will follow the same process and sample size as the Initial Audit.

## Interim Audit

Occasionally, if the nature of your laundry operation has changed significantly during the three-year period, the Textile Services Association may recommend an interim audit is undertaken to confirm that you are still meeting the requirements of the **Infinite Textiles Standard**.

Organisations that have achieved the Infinite Textiles™ Standards must inform the Textile Services Association if there are any changes to the nature of their business as soon as possible.

## Marketing & branding

Organisations that have achieved the **Infinite Textiles Standard** are encouraged to display the **Infinite Textiles** logo. The use of the **Infinite Textiles** logo must follow brand guidelines issued by the Textile Services Association, see here for details: <https://tsa-uk.org/tsa-infinite-textiles/>

## Public reporting of the results of being part of the scheme

Any reporting or claims of recycling and resource efficiencies should be locally evidenced and in line with the **Infinite Textiles Scheme**.

## Termination from the Infinite Textiles Scheme

Where a laundry company or renter fails to address the findings raised during an audit and presented in a Corrective Action Plan within 3 months, certification and membership from the scheme may be terminated.

If a laundry company or renter fails to be successfully reaudited within the required timeframe, certification and membership from the scheme may be terminated.

Where termination has taken place, the laundry/renter company must discontinue the use of logos and branding associated with the **Infinite Textiles Scheme** immediately.

## Terms & Definitions used in the Infinite Textiles™ Standard

<b>Aggregator</b>	Collector, sorter, receiving organisation of end-of-life textiles from a laundry or renter for further sorting, storage and forwarding of the stock to be reused or recycled.
<b>Aggregation Point</b>	Hub for collection, sorting and forwarding of textiles for recycling/repurposing.
<b>Certified Receiver</b>	A receiver who has been audited by Textile Services Association's chosen audit body and approved as a receiver.
<b>Closed Loop Recycling</b>	Where the materials are recycled into new similar materials, in this case new textiles, rather than paper, plastic etc.
<b>Competence Evaluation</b>	Checking an individual against competence requirements, for knowledge this could be a test or questioning, skills by observation carrying out tasks, work outputs or similar.
<b>Competence Requirements</b>	Knowledge and skills required.
<b>Corrections</b>	Actions taken to restore control of the laundering process.
<b>Corrective Actions</b>	Actions taken to stop the reoccurrence of the incident/loss of control.
<b>End-user</b>	In this context, the end-user of a laundry service. A hotel may be the laundry's customer with the hotel guest or staff member the end user of the textile.
<b>Fibre to Fibre</b>	The complete cycle of producing raw materials, spinning, weaving into textiles, usage, recycling, deconstruction, pulping, producing raw materials.
<b>Internally Recycled</b>	Where part of a textile is used to repair another piece of textile i.e. a duvet cover may be patched, a top or bottom of the cover may be replaced with one from another damaged item.
<b>Life Span</b>	Length of time a textile is in primary use/number of washes.
<b>Life Cycle</b>	The life of a textile product in its primary, secondary and further uses through reuse or recycling processes.
<b>Longevity</b>	Capability of a textile to last longer in circulation or by wash cycles.
<b>Multi-reuse</b>	When an item is reused for its intended purpose multiple times i.e. a tablecloth may be sold or passed on by a Receiver to a third party and the tablecloth would be used as a tablecloth on numerous occasions.

<b>Receiver</b>	An organisation such as an aggregator (i.e. SATCoL), wiper/rag manufacturer, charity or other organisation receiving end-of-life textiles whether delivered or collected.
<b>Recycler</b>	Organisation/company which recycles textiles into pulp, fibre or similar for reuse in making new textiles.
<b>Re-use</b>	A secondary use of textile products that makes use of the textile article without any change to the product. Charity donations of clean and well-presented bedding for the use of a family would be a good example of reuse.
<b>Re-user</b>	In this context, this will essentially be the first receiver of the product for reuse. For example, a charity coordinator who is storing and making the products available for re-use.
<b>Re-purpose</b>	A secondary use of textile products where it has undergone some repair or reformation. A bed sheet made into a pillowcase or a multi-use bag would be a good example of repurposing.
<b>Recycling</b>	The process after end-of-life where textiles are broken down to form fibre pulp to be reused for future manufacturing. These may include mechanical, chemical or any other processes.
<b>Retreatment</b>	The process of additional treatment to a textile i.e. having to apply stain remover an extra time as in effective the first time.
<b>Rewash</b>	To wash textiles additional time(s) between customer usages, could be due to ineffective washing, staining, re-soiling or similar.
<b>System Stock</b>	The volume/number of textile items in circulation including in the laundry, transit and with customers.

## Levels

There are two levels of the **Infinite Textiles Standard**:

- **Standard**: The core criteria.
- **Plus**: Additional elements of best practice that laundries are encouraged to consider.

## The Standard with Example Evidence

The boxes below each of the **Infinite Textile Standard** clauses provide some examples of potential evidence against the requirements of the clause. They are offered as guidance; other examples may be appropriate too. Applicants must decide what evidence is appropriate for their laundry/renter company.

### 1. Management Commitment

#### Standard

- a) Management shall ensure sufficient resources are provided to comply with the scheme (investment in equipment, the laundry environment, chemicals, trained/competent employees etc).
- b) If part of a large group (laundry/renter), there should be a board and local management level (at the unit/laundry) commitment.
- c) Commitment should be communicated effectively to internal and external stakeholders and where possible 'buy in' demonstrated by customer groups through promotion of the scheme, helping to maximise textile longevity through minimising laundering, damage, misuse etc.

#### Plus

- d) There is a clear commitment to the scheme from management and employees at all levels within the organisation.

Example Evidence
<p><u>Standard</u></p> <p>Resource provision could include budgets, suitable equipment, detergents, other chemicals, pest control contracts, sufficient employees and anything else provided to comply with the scheme.</p> <p>A statement of commitment, commitment certificate displayed and publicised, educational materials such as leaflets (electronic or hard copy), website content, inclusion in sales literature, contracts or similar aimed at existing and potential customers, textile end users and other stakeholders to highlight this scheme, how they may comply. This should be signed by the senior local manager and if part of a larger group, a group director.</p> <p>Commitment could be through publicly available documents i.e. statements on website, business plans, board reports, targets, minutes from meetings, presentations, training materials, the introduction of the scheme in the laundry, inclusion on job/role descriptions, budgets available for relevant investment.</p> <p><u>Plus</u></p> <p><b>Most importantly commitment should be demonstrated through actions taken</b> to meet the requirements of the standard, for example, buying recycled textiles, customer engagements, staff training etc.</p>

## 2. Policy

### Standard

- a) There shall be a documented, signed commitment to the scheme and its objectives which is publicly available.

### Plus

- b) There shall be a documented system/manual to define all aspects of the laundry's approach to compliance with this scheme. The system/manual will have appropriate flow diagrams reflecting how the laundry operates.
- c) Risks and opportunities to extend the textile life span and recycling or reuse of end-of-life textiles shall be assessed and documented.

### **Example Evidence**

#### Standard

There must be a policy document, typically a single page, displayed on notice boards, websites, customer packs or similar. The policy must be signed by senior management (board and local management, or just local management if single site). This must be reaffirmed at least annually, and the signatories be current management in the organisation.

#### Plus

The system and standard operational processes used to comply with requirements must be documented, typically this may be in a manual with processes or a clear link to those already in place for other standards. The applicant may choose to use process flowcharts, a written description or a blend of both. Where external suppliers deliver any part of the process, this should be highlighted i.e. deconstruction of garments.

The applicant must demonstrate reviewing/assessing risks and opportunities to extend textile life and to recycle end-of-life textiles within the Textile Services Association recycling scheme. Risk rating must be calculated with severity and likelihood. Significant risks shall have clear actions identified and prioritised with control measures listed.

### 3. Planning

*Clear realistic measurable objectives shall be established for the textile life spans and recycling. These will include:*

#### Standard

- a) Tonnage and volumes purchased.
- b) Tonnage and volumes condemned.

#### Plus

- c) Measures to close the gap between purchased and the 'infinite' stock.
- d) Where possible, expected life and number of washes.

#### **Example Evidence**

##### Standard

There must be documented evidence of:

- Tonnage and volumes of textiles purchased by type for each year.
- Tonnage and volume condemned by type for each year.

##### Plus

There should be clear measurement of the gap in infinite stock to show how much (tonnes/numbers of items) are lost, condemned or recycled.

As a minimum you should be able to show clear measurable and timebound targets to extend textile life and to cease methods other than the approved recycling scheme along with the control measures in place to maximise life of textiles and control stock levels to minimise losses.

There should be targets and measurement of the number of washes or other measure of life for each item of textile.



## 4. Purchasing

### Standard

- a) There shall be documented and agreed specifications for the quality of materials to be purchased to cover at least all textiles and chemicals. This requirement does not apply where the laundry processes customer-owned goods and has minimal influence on purchasing decisions relating to textile products.
- b) Materials shall be tested through the laundering cycle and proved to be appropriate to the specified need.
- c) There shall be a company-approved list of suppliers and materials.
- d) All materials purchased shall be from company-approved suppliers and in accordance with agreed specifications.

### Plus

- e) The extent of any textiles purchased with recycled content shall be noted.
- f) There should be evidence of working with suppliers (yarn and fabric manufacturers) to improve/extend life spans of textiles.

### **Example Evidence**

#### Standard

There should be a clear written specification for each textile item including fabric and CMT (cut, make and trim) i.e. weight, thread count, make-up tolerance, whiteness, materials/type of fabric (i.e. cotton, polycotton and % content) with laundering requirements to achieve maximum life span. This may be written at the group level, although it must be available at local laundry sites (a percentage of recycled textiles may be included). Specification may also include zero metal or hard plastic in garments or ease of deconstruction at the end of usable life.

Before committing to a new type, brand or manufacturer of textiles supply, a laundry must thoroughly test items to prove the stated life span is viable and appropriate to the laundry and customer requirements. Testing should include a stated number of washes with higher levels of stain removal. Results of all testing to be documented, kept locally and made available during audits. There should be a periodic ongoing check (this is likely to be a sample) to confirm textile life span is as desired i.e. number of washes/uses achieved or not.

There should be a documented list of approved suppliers showing which of the above products they are approved to supply.

Evidence of purchasing will need to be available to include purchase orders (if used), emails, detailing the relevant supplies i.e. textile type and grade/specification, chemicals/detergents, other equipment and parts which have the potential to affect textile life from approved suppliers (on the approved supplier list) with delivery notes, checking of goods received. Only approved supplies shall be purchased.

#### Plus

Percentages or similar measures of recycled content should be noted – where available.

Documented records (emails, meeting minutes or similar) shall be available of discussions with yarn and fabric manufactures in respect of material quality and to extend the life span of textiles.

## 5. Customer Engagement

### Standard

- a) Members of the scheme shall work with the customers/end-users to minimise misuse and abuse of textiles.
- b) Create a formalised training and/or awareness programme using Textile Services Association and other training materials to raise awareness of the scheme and its objectives with customers.

### **Example Evidence**

#### Standard

Working with customers/end users may include meeting minutes/notes, quotations, contracts, emails, training/briefing sessions, specifications on the use of textiles, promotional materials or similar, in particular using Textile Services Association training and materials to promote minimising damage and stopping misuse to maximise life span of textiles.

## 6. Training & Competence

### Standard

- a) Employees at all levels shall be trained on all activities contributing to compliance with the scheme. Competence requirements, evaluation of competence and records of evaluation shall be in place for each role and person which can influence compliance in relation to product longevity and recycling where appropriate.
- b) Management and other relevant employees shall be given clear accountabilities in relation to product longevity and recycling where appropriate.
- c) Named individuals or roles shall be appointed as authorised persons to inspect and authorise textiles as end-of-life status.
- d) The local point of contact for the management of the scheme will attend the Textile Services Association online training annually.

### **Example Evidence**

#### Standard

All those involved in compliance with the Infinite Textiles Scheme must have clear responsibilities for any aspect of the scheme. Responsibilities should be clearly written in role or job descriptions and understood by each person relevant to their role. This should at least cover sorting by material type, storing (keeping dry), packaging such as baling, etc, deconstruction for garments, transport arrangements and agreement with the aggregator.

At least one person must be the designated authorising authority for end-of-life textiles with a clear understanding of quality parameters used in categorising textiles for rewashing and rejecting from primary use. They should be named and detailed in the manual/system documentation.

Management role descriptions should have clear demonstration of textile longevity and recycling as appropriate to their role i.e. one manager may be responsible for washing and another for recycling.

All employees who contribute to the scheme need to be trained on the laundry's system, their role and impact on compliance with the scheme. The laundry must demonstrate knowledge and skills competence relevant to individuals' roles including operatives and management. Suitable evidence should include records of training, tests, observations carrying out tasks and work outputs etc. There should be a sign-off process by an authorised person. Competence may be summarised in a matrix.

There must be a clear authorisation of people to inspect and make decisions on rewashing and rejecting textiles from their primary use.

There must be a local appointed person at an appropriate level of authority, with responsibility for the management of the scheme.

Proof of attendance at Textile Services Association online training for Infinite Textiles shall be retained and available to auditors.

## 7. Machinery & Equipment

### Standard

- a) Sufficient and suitable machinery and equipment shall be in place to enable compliance with the scheme.
- b) All relevant machinery and equipment shall be calibrated, maintained and cleaned to manufacturers recommended requirements enabling efficient operation of the laundering process.

### **Example Evidence**

#### Standard

There should be a list of all machinery and equipment used in the laundering and end-of-life processes. You should be able to explain/demonstrate how you have deemed the equipment suitable and sufficient to meet operational needs. There should be a plan for cleaning and maintenance, up-to-date records of maintenance and calibration for all machinery and equipment in the list.

There should be a documented plan and records for monitoring and inspections (may be part of the above maintenance plan). Monitoring should include laundry load weight scale calibration, baling machine weight scale calibration, checking temperature readout accuracy with dataloggers, wash cycle time, drying time and temperatures are as planned in the process specification. There should be records of inspection to ensure that there are no sharp edges or damaged cages that may tear the textiles or increase the need to rewash.

When issues are found and require repairs, these must be dealt with at the earliest opportunity to avoid damage reducing textile life.

## 8. Laundering Processes & Wash Specification

### Standard

- a) Standard operating procedures shall be in place in relation to product longevity and where appropriate recycling.
- b) Laundering of textiles shall be monitored in such a way to ensure control of the process is regained in the minimum amount of time should deviation from the defined process occur.

### Plus

- c) Develop a system for stain management and avoid over-washing to maximise longevity and reduce end-of-life textile volumes.

### **Example Evidence**

#### Standard

There should be standard processes in place to address activities which may adversely impact the life span of textiles or the subsequent process involved in reuse or recycling.

Wash specifications/programs should be in place for each textile type detailing cycle times, water treatment, chemical additives, temperatures etc for the full laundering process and fine-tuned to ensure the most efficient program and laundering cycle to achieve desired outcomes of cleanliness whilst maximising the life span of textiles. This may include chemical /detergent supplier wash program set up for all the different textile groups, control of temperatures and chemical dosing within set tolerance to prove the process works. Results of process monitoring should be retained and available for auditors.

Depending on disinfection requirement and customer specifications, continual monitoring should be in place, ideally computer controlled with auto stop/start where deviations occur (where practically feasible). Where manual monitoring is the only option, a program of regular checks throughout the working day should be implemented with results recorded.

#### Plus

There should be documented system for stain management and evidence of this being followed in practice which avoids over-washing. This may include identifying stained items during prewash and post-wash sorting, appropriate stain treatment and wash programmes. Working together with the chemical and equipment suppliers, adequate measures should be put in place to confirm optimal washing and drying process.

## 9. System Stock

### Standard

- a) The laundry shall maintain a record of volumes of textiles purchased, in circulation (stock take), additional stock held by the customer, transported to external aggregators and unaccounted weight of textiles.
- b) End-of-life textiles should be aggregated, reused or recycled only by **Infinite Textiles Receiver**. If a receiver is not **Infinite Textiles** approved, they shall be referred for an approval process before utilising their services.
- c) Textiles will be inspected for damage and where found, if practicable/viable repaired to extend their usable life.

### Plus

- d) Repairs and stain treatment recorded by type and significance, reviewed by management and reported to relevant customers where traceable.

Example Evidence
<p><u>Standard</u></p> <p>A laundry should be able to account for all textile items in circulation and be able to demonstrate whether these are in the laundry, with a particular customer, in transit, have been unaccounted for as well as categorised for an end-of-life process. The use of RFID, barcode scanning and similar technologies is encouraged where customer and product-level traceability is otherwise not possible. In some cases, if items fail to be laundered in a reasonable period of time this may indicate they have been held by a customer longer than it needs to be. In this case, there should be a clear link to Clause 6 (Training &amp; Competence) and management responsibility above and actions being taken to address losses or misuse.</p> <p>A laundry will need to provide details of quality standards for textiles provided to the customer, those needing repair and acceptable levels of repairs, especially in a workwear service context. Clear processes should be in place for inspecting items, decisions on whether repairs needed, carrying out repairs and reintroduction into service. Records of repairs carried out should be retained and available, including likely cause of damage, wear, customer, type of damage, repair undertaken, ref parts of other items used if appropriate etc. Where possible and where the overall product integrity is not compromised, repairs should include the use of materials from other condemned textiles to minimise recycling and wastage, which could be as simple as buttons or material used. This information should be used in feedback to the customer (if relevant) as education to help minimise similar issues going forward.</p> <p><u>Plus</u></p> <p>Where repairs and stain treatment have been carried out, details must be recorded and reviewed by management for trends and causes. Evidence could include management meeting minutes, management review, quality meetings or similar. Reviews should be documented, with agreed actions and by whom, along with evidence of completion. Where customers are traceable, details must be reported to them and the evidence of doing so available.</p>

## 10. End-of-Life Requirements

### Standard

- a) Criteria to classify textiles as end-of-life (or end of primary use) shall be defined and documented.
- b) Textile inspection shall take place after or during the laundering process.
- c) Where a textile has been inspected and found to have unacceptable damage, wear or staining which does not meet serviceable standards it shall be separated from the laundering process and stored pending classification as end-of-life.
- d) A representative sample of textiles classified as end-of-life shall be cross-checked by the designated person(s), this shall be a different person to the staff making the initial classification, ideally a manager/supervisor and shall be deemed competent to do so.

### Plus

- e) Details of premature end-of-life textiles due to misuse shall be recorded, noting the issue (damage, staining, wear etc) detailing the cause either internally within the laundry or the customer where traceable and corrective actions taken.

### **Example Evidence**

#### Standard

There should be documented criteria for textiles to be taken out of service and to be classified as end-of-life. There needs to be a documented check by the named authorised person, signed and dated, confirmed as end-of-life or sent to repair and back in to service.

Inspections shall be carried out at any stage in the laundering process by trained competent people against the above-mentioned criteria. A documented reporting approach should be in place for at least end-of-life and repairs needed with consideration on how/if to report positive results i.e. all ok.

Interim storage may be a barrow, cage or similar pending authorisation and where there is more than one type of textiles each storage container should be labelled by type.

Auditors will expect to see a sample of documented records showing types of items classified as the end of use, the reason i.e. damage such as a large tear, staining, wear etc as appropriate, customer, date, inspector name, checked/authorised by and comments.

#### Plus

Details of premature end-of-use textiles must be recorded and reported to management for review and where traceable reported to the customer. The cause should be recorded. Where the cause is within the laundry, actions taken to prevent reoccurrence shall also be recorded logging the incident as non-compliance with corrective actions.

## 11. End-of-Life Sorting

### Standard

- a) Textiles must be classified and delivered in line with the **Infinite Textiles Receiver** requirement.
- b) All end-of-life textiles shall be clean, dry and in line with **Infinite Textiles Receiver** specifications.
- c) Textiles shall be sorted and clearly labelled by type. For example, as 100% cotton (i.e. towels), Polycotton (50-99% cotton content), mixed garments or 100% Polyester.

### **Example Evidence**

#### Standard

There will need to be documented evidence of the **Infinite Textiles Receiver** requirements for classification and sorting of end-of-life-of textiles.

All textiles delivered to or collected by the **Infinite Textiles Receiver** will need to be sorted as per the agreed classifications and clearly labelled. This may be an important factor in the commercial arrangements for the end-of-life management of the textile articles.

## 12. Handling & Storage of End-of-Life

### Standard

- a) At all stages of the recycling service provision, textiles shall be handled and stored in such ways to protect textiles, avoid re-soiling and physical damage.
- b) End-of-life textiles - be stored as per the **Infinite Textiles Receiver** requirements, this may be baled or loose, labelled to facilitate efficient storage and awaiting transportation.

### **Example Evidence**

#### Standard

Textiles should be handled and stored in ways to always minimise damage potential, away from potential soiling sources. Any binding used on bales must be non-ferrous to avoid rust staining.

You will need to demonstrate how you do this to the auditor, which may include staff training and competence on processes, inspection records, the auditor looking at stored textiles, photographs/video, cage covers, barrows, bales, shelving etc.

End-of-life textiles should be stored as per the **Infinite Textiles Receiver** requirements pending transportation.

Textiles intended to be recycled shall be free from any materials as specified by the **Infinite Textiles Receiver** requirements. Garments may require deconstruction prior to recycling. There should be an agreed process to carry out deconstruction.



### 13. Bale Specification, Bag & Other Storage Options

#### Standard

a) There are a range of options which can be used but must be in line with the **Infinite Textiles Receiver** requirements. These options could include:

- Bales
- Loose stock
- Stillages
- Dumpy Bags
- Other options

Manual handling, machinery capacity and logistics will need to be considered when agreeing on the appropriate option.

#### **Example Evidence**

##### Standard

The decision to choose an appropriate method should be in agreement with the **Infinite Textiles Receiver**.

An agreement could be an email or other written record. It is accepted that this may change over time as the scheme develops. Records of any inspections of the stock by the **Infinite Textiles Receiver** will be useful evidence to show an auditor.

The auditor will expect to see photographic evidence of the approach used and that this matches the written agreement.

## 14. Transportation, Delivery & Collection

### Standard

- a) The scheme participant shall formally agree to transportation, delivery or collection requirements with each **Infinite Textiles Receiver**.
- b) There shall be the accounting of item classification by weight, volume or number of pieces summarised by each **Infinite Textiles Receiver** used and reported to the Textile Services Association at least annually on an agreed calendar date.
- c) Suitable transportation shall be arranged to take end-of-life textiles to **Infinite Textiles Receivers** which comply with legal obligations, maintain the integrity of the textiles in the specified condition(s), free from contaminants and re-soiling.
- d) Waste Transfer Notes shall be completed as required and copies retained in accordance with legal requirements.
- e) Confirmation of receipt and acceptance by the recycling company shall be obtained and retained for a period of at least 2 years. Where textiles are rejected by the **Infinite Textiles Receiver**, clear reasons should be obtained and reviewed during management meetings with appropriate actions agreed and documented.

### Plus

- f) End-of-life textiles shall only be sold or transferred to approved **Infinite Textiles Receivers** and enabling other laundries to participate in the scheme by sharing transport collection routes and coordinating with others to make the process more efficient for all.

## Example Evidence

### Standard

Records of weighbridge tickets, receipts, emails, waste transfer notes or similar must be obtained and retained for a minimum 2 years or longer if a legal/contractual requirement is in place.

Where mixed delivery loads are made, multiple tickets will be required.

You may reach an agreement with the receiver on the extent of help available for the loading/unloading of the stock at the laundry site or at the aggregator's site.

Records should be retained of all end-of-life textiles by the laundry company by classification, weight/number and who the receiving organisation was. Receiving organisations must be approved according to the Infinite Textiles Receiver scheme. Volumes/number of pieces/weights need to be on a report summary document and reported to the Textile Services Association at least annually.

You must show the approved transport provider on your approved supplier list and be a licensed waste carrier. All textiles at end-of-life must be subject to completion of a waste transfer note, legally, copies must be kept for a minimum of 2 years and available for the auditor.

Where using your own transport, you must be registered as a licensed waste carrier with relevant records available i.e. waste transfer notes as appropriate to meet legal requirements.

Suitable vehicles are likely to be closed vans, wagons or curtain siders. Open flatbed trucks would not be deemed suitable.

You must demonstrate due diligence around waste storage, transport and the receiving organisation – i.e. that they are licensed to receive the waste. This could be done by having a form completed with relevant information with review dates to ensure carriers/receivers have current licenses. Proof of receipt and acceptance could be by way of the income received for the textiles or an email, a picture of the signed label or similar.

### Plus

This could be working with other laundries or customers collecting their end-of-life textiles, washing duvets etc providing to charities for reuse.

## 15. Continual Improvement

### Standard

- a) Management shall regularly review operational practices, internal audit reports and ensure appropriate improvements are implemented in a timely way.
- b) Customers shall be encouraged to promote the scheme and how to maximise the life span of textiles.
- c) End-of-life textiles shall be measured by volumes/mass/number recorded, and reported to the senior management, board, publicly to wider stakeholders, particularly customers. Outcomes shall be compared to the previous year's results demonstrating the improvement from the current situation and previous years.
- d) Management shall ensure all procedures and operating practises relevant to this scheme are internally audited at least annually, with no more than a 12-month interval to confirm compliance and effective implementation, where appropriate highlighting potential improvements.

### Plus

- e) Corrections shall be documented and reviewed periodically by management to understand root causes and corrective actions taken to improve future compliance.
- f) Life spans of different textile materials shall be measured and monitored so that product replacement timelines are understood and confirmation of textiles meeting the design specification for respective textiles or not. Where results do not meet the design specification requirements, the cause shall be investigated to facilitate appropriate actions and improvements to be made to achieve design specifications.
- g) Management shall explore new technologies, materials, chemicals and approaches to extend lifecycles, minimise recycling and wastage in liaison with the Textile Services Association.

## Evidence

### Standard

The best evidence of management reviews is to have regular meetings at planned intervals with written records of these such as notes, minutes or actions agreed. Minutes or notes of the meeting should be dated. A standard agenda and minutes template is also good evidence, which needs to include a review of internal and external audits, incidents, corrections and corrective actions, rejections by the recycler, details of new technologies, materials, chemicals or approaches being explored, as well as other topics listed in this scheme.

Evidence of promoting the scheme could include via the website, marketing materials, other documents, contracts, meeting minutes or similar.

Where the actual life span of textile articles in its primary use falls consistently behind reasonable expectations, agreed improvement actions should be recorded and made available to the auditor.

A responsible person in the organisation shall be named to oversee the internal audit process. They need to demonstrate that internal audits have been carried out against all requirements of this scheme with documented records against each requirement to include compliance, observations/opportunities for improvement and non-conformances. Internal audits must be no longer than 12-month intervals.

You will need to demonstrate Internal auditors are competent to carry out this task through records of their training, reviewing competence through an appropriate mixture of observation, work outputs and experience. Auditor discussion and internal audit reports will provide evidence of the internal audits taking place.

### Plus

Whenever an incident or breach in the systems occurs, these must be documented along with the correction and corrective actions taken, when, who is responsible and that the issue was resolved. An incident log form or similar is the most common way of documenting corrections and corrective actions. These documents need to show the root cause analysis which helped determine appropriate corrective actions. Management may also find it helpful to transfer information into a register or just keep a register with all the relevant information to help understand trends to be addressed.

There should be some form of clear measurement of end-of-life textiles with totals sent for recycling/reuse and evidence of the reporting approaches in the laundry company up to the board level.

Publishing of volumes can be via website, board reports and other appropriate literature. The auditor will need to view these. Management may choose to record absolute and relative figures, with future targets set for improved results.

As part of continual improvement, management shall explore new technologies, materials, chemicals and approaches to extend lifecycles, minimise recycling and wastage in liaison with the Textile Services Association. Evidence of doing so could be in meeting minutes, proposals for new machinery or textiles etc.