



KNOWLEDGE NETWORK

OPEN DAYS PROGRAMME

28 & 29 MARCH & 27 APRIL 2023

KNOWLEDGE NETWORKS

OPEN DAYS PROGRAMME



The TSA's Knowledge Networks play a vital role in managing our industry's knowledge assets. We're delighted to welcome you and your teams to this year's Knowledge Network Open Days.

Last year we had over 120 people from your teams attend relevant sessions spread over two days. This year, over three days, the topics range from sustainability and diversity inclusion to everything on garments and hygiene protocols.

Programme Overview

The programme includes presentations and discussions some of our priority work streams over these three days. Each session is going to be held separately so you can be selective and choose your topics of interest, you are of course free to attend them all if you like!

DAY 1 | Tuesday 28th March 2023

10:30AM - 12:00PM

SUSTAINABILITY

1. Sustainability Roadmap
2. Energy Transition Away from Carbon Intensity
 - Can heat pumps be the solution?

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2:00PM - 3:30PM

PEOPLE MATTER

1. Overview of Progress over last 12 months from TSA Team
2. Recruiting Inclusively
3. Mental Health - Its Good to Talk
4. HR Worknest Update

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DAY 2 | Wednesday 29th March 2023

10:00AM - 11:20AM

SPOTLIGHT ON GARMENTS

1. European Perspective
2. Facing the Challenges
3. TSA Support and the Way Forward

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DAY 3 | Thursday 27th April 2023

1:15PM - 2:15PM

GLOBAL HYGIENE TEST PROTOCOLS

1. Building a Global Hygiene Protocol and Potential Future Challenges

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DAY 1 | Tuesday 28th March 10:30AM - 12:00PM NOON

SUSTAINABILITY

TARGET AUDIENCE: Sustainability directors/managers, H&S managers, owners/directors, quality managers, general managers, operations managers

RELEVANCE: All

Sustainability means using our resources in a way that we do not run out of them. Over the last 12 months, real progress has been made on this journey and it is now part of day-to-day thinking of the industry in almost all aspects of the business. The webinar is designed to update your teams on the progress to date but more importantly how every member of the industry can be part of this journey.

1. Sustainability Roadmap 10:30AM - 11:30AM

We continue to work with Grain Sustainability led by Christoph Geppert to assess, measure and set targets/goals for the industry. Our aim is to provide flexibility for individual organisations to pursue their own routes to a sustainable future whilst developing and agreeing on a roadmap for the laundry industry. Join Christoph and the TSA team as we explore the current progress and what the future looks like for a sustainable global laundry industry.



- Update of the progress over the last 12 months including:
 - Brief introduction to how sustainability is measured scopes 1, 2 and 3
 - Why do it?
 - Industry survey results – from laundries, hotel managers, housekeepers and the supply chain
 - Overview of the materiality issues raised from the survey
 - Infinite Textiles
- Current workstream, data capture, roadmap and the establishment of proxy values for all key products and processes

2. Energy Transition Away from Carbon Intensity - Can heat pumps be the solution? 11:30AM - 12:00PM

We are looking forward to listening to Robert Unsworth, Global Technical Sustainability Manager at GEA, a leading heat pump supplier. He has over 25 years of experience in getting the most out of wasted heat. Robert will look at this existing technology and how it has developed over recent years to become a real solution for our industry.



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DAY 1 | Tuesday 28th March 2:00PM - 3:30PM

PEOPLE MATTER

TARGET AUDIENCE: HR directors/managers, general managers, operations managers, production managers

RELEVANCE: All

More than ever, people really do matter. The People Steering Group have worked hard to deliver a range of initiatives from supporting recruitment to giving people a second chance. The diversity inclusion paper at TSA's National Congress has also resulted in further industry engagement as we strive to create an even better place for the existing workforce but also enable us to attract our next-generation work teams. This webinar is designed to continue to support your teams with these objectives.

1. Overview of Progress over last 12 months from TSA Team 2:00PM - 2:10PM

- Mental health training
- Giving people a second chance
- Recruitment
- Diversity and inclusion

2. Recruiting Inclusively 2:10PM - 2:40PM

We are delighted to have our first presentation from Dr Olga Franczak, from the Recruitment and Employment Confederation. She specialises in equality, diversity and inclusion and how your recruitment policies can dramatically impact your success in creating a more diverse and included environment.



3. Mental Health - Its Good to Talk 2:40PM - 3:05PM

Adrian Thomas of ViaVita Health has become a TSA star through his delivery of our mental health programme. Adrian also has his own story to tell and will reflect on why mental health training is so important for our industry. Following Adrian's training, the feedback from the participants has simply been outstanding.



4. HR Worknest Update 3:05PM - 3:25PM

Laura Williams, Head of Team & Solicitor, Worknest will conclude the session with a reminder of the HR support available to all members through the helpline and quick update on current legislation and policies.



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DAY 2 | Wednesday 29th March 10:00AM - 11:20AM

SPOTLIGHT ON GARMENTS

TARGET AUDIENCE: General managers, sales & service, quality teams, directors/owners

RELEVANCE: Workwear laundries and garment suppliers

Thirty years ago, almost every laundry processed workwear garments in some form or the other. We have seen this market shrink and consolidate dramatically. When we compare the UK market numbers with both America and Europe, we see the opposite with workwear often being the dominant market. Obviously, the demise of UK manufacturing has had an impact, but have we as an industry marketed ourselves well enough against the dominant market solution of self-care? This webinar will take a look at some alternative marketplaces and how they have maintained their market share. With the evidence that TSA recently gathered around domestic washing machines, can we reinvigorate the agenda with a new focus on hygiene and sustainability?

1. European Perspective 10:00AM - 10:35AM

We are delighted to have one of the key European workwear operators discuss the European market and how they have been able to maintain the market position.

2. Facing the Challenges 10:35AM - 11:00AM

We have all heard about the challenges of fluorocarbons (PFAS) and microplastics. Are you ready with the answers? This webinar will look at alternatives to fluorocarbons and how a good process and garment design can help reduce microplastics from effluent water.

Ecolab technical experts, Amélie Lespine and Carmen Cardenal Pac will look at alternative products to fluorocarbons and also discuss the challenges of handling workwear effluent.



3. TSA Support and the Way Forward 11:00AM - 11:20AM

- Reminder of the TSA material available for workwear sector:
 - Recently published Tunnel Finisher CoP
 - Managing Overhead Hangers
 - Workwear Code of Clarity (formerly Workwear Charter)
- A brief discussion on a proposed TSA market awareness campaign.

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DAY 3 | Thursday 27th April 1:15PM - 2:15PM

GLOBAL HYGIENE TEST PROTOCOLS

TARGET AUDIENCE: National associations, hygiene managers, technical teams, supply chain, senior management

RELEVANCE: All (particularly healthcare, social care, pharmaceuticals and food sectors)

1. Building a Global Hygiene Protocol and Potential Future Challenges 1:15PM - 2:15PM

We are delighted to welcome Prof. Katie Laird to present the findings from the De Montfort University research project that hold the potential to permanently change the global laundry hygiene processes. It will allow the industry to transition in a timely manner to alternative processes while maintaining the balance between best hygiene standards and sustainable operations.

The webinar will also report on the research findings around the performance of domestic washing machines and how they cannot be relied upon to deliver a hygienic solution. The webinar will finish with a look at the future challenges that may be presented with lower temperature washing and why additional measures may be required. The webinar will include contributions from the project team who have worked so hard to deliver this ambitious project.



The webinar will include:

- A project Overview of the five work packages from the initial scope
- Additional work packages – coronavirus, temperature validation
- Domestic process validation (lack of)
- Implementation of the protocol into a 'real-life' laundry operation
- Biofilms and pathogenic cross-resistance
- Validating various CCPs within a laundry process
- Incorporating new protocols within BS EN 14065
- Opportunities to introduce chemo-thermal processes

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