TEXTILE SERVICES SUSTAINABILITY REPORT 2025

Proposed by **Textile Services Association**

As an industry
**we have a
responsibility** to
do **what's right.**

This report highlights the current state of play and the future sustainability ambitions of the UK textile services industry.

Contents

1.0 Executive Summary

The Textile Services Sustainability Report 2025, proposed by the Textile Services Association (TSA), presents the sustainability ambitions of the UK textile services industry. This report outlines the current state of play, the journey towards sustainability, and future strategies aimed at fostering circularity, reducing carbon emissions, and strengthening stakeholder engagement.

Textile services play a vital role across multiple industries, from hospitality to healthcare, ensuring operations run smoothly. The industry inherently operates within a circular economy, facilitating textile reuse through managed laundering services, significantly reducing reliance on single-use products. TSA is spearheading discussions on sustainable textile use, bridging gaps in UK laundry practices in accordance with regulations such as the Waste Framework Directive and Extended Producer Responsibilities.

Our Journey Towards Sustainability

The industry has made significant strides in sustainability over the years, prioritising efficiency in energy and water usage. TSA has been instrumental in creating a structured roadmap, engaging stakeholders, and aligning sustainability efforts with customer needs. Since 2020, the TSA Sustainability Steering Group and expert consultants have driven a standardised approach, leading to the development of an industry-wide emissions calculator.

Materiality & Measuring Carbon Emissions

Materiality assessments have identified key sustainability issues for both textile service providers and customers, highlighting energy consumption, emissions, water usage, and workforce engagement. The TSA has adopted the Global Laundry and Rental Emissions (GLARE) platform, enabling members to measure carbon footprints accurately and benchmark progress. The complex Scope 3 emissions, involving upstream and downstream supply chains, are now a focal point, with efforts to establish baseline measurements and reduction strategies.

Sustainability Strategy & Roadmap

The industry's strategy and ambition level is rightly placed between evolving practices and boldly leading the sector forward. Sustainability goals span environmental, social, and economic pillars, focusing on energy efficiency, emission management, water conservation, training, and workforce well-being. A detailed roadmap outlines the goals, targets and KPIs for the sector in the next 25 years including reducing fossil fuel dependency, eliminating single-use plastics, and driving circular textile practices through initiatives like the Infinite Textiles scheme. The TSA's steering group will be closely following the developments in this highly dynamic subject matter and keep this industry roadmap relevant for the sector.

1.0 Executive Summary ...cont'd

Internal Rollout & Stakeholder Engagement

TSA is actively onboarding industry members through workshops and training programs. Sustainability awareness has grown, with over 86% of textile service providers committed to a collective approach. The Climate Change Agreement has played a pivotal role in energy efficiency efforts, while broader sustainability training ensures that environmental and social considerations remain at the forefront.

Marketing, Communications & Reporting

Transparent sustainability reporting is key. TSA is guiding the industry through recognised frameworks to ensure credible disclosures aligned with investor and regulatory expectations. GLARE will harmonise carbon reporting across the sector, fostering consistency in emissions tracking. TSA is engaging with government bodies, the NHS, press outlets, and other associations to promote sustainable textile practices.

Conclusion

This report reinforces the textile services industry's commitment to sustainability, addressing key challenges and setting ambitious yet achievable targets.

Through collective action, innovation, and structured guidance, the TSA aims to lead the industry towards a sustainable future while ensuring economic viability and social responsibility.

The TSA is the trade association for the UK textile care services industry.

The TSA's Mission:

To protect, nurture and develop the textile services industry and the supply chains in which it participates, creating an environment in which our members can thrive and the services provided are seen as great value by customers and end-users, making a positive contribution to a sustainable future.

2.0   Overview

The TSA (Textile Services Association) is the membership organisation for industrial laundering companies and its immediate supply chain. The TSA also functions as the voice of the industry to the regulatory bodies and boasts of the most open and competent knowledge sharing platform for the industry.

The Association also help to monitor and develop British and international standards, educate and train the workforce, and promote our industry's services to target markets.

The textile services sector sits behind practically every sector of the UK's economy. The service our members provide is core to the operations of many businesses in vital and important sectors of the UK economy.

Re-usability and repairability are recognised as keys to unlocking sustainable use of our limited resources. These aspects are also at the heart of large scale laundering which functions inherently within a circular economy through a serviced rental and reusable model.

The TSA cares about the environment and promotes sustainability and energy efficiency in all areas of the operations, from textile procurement and management to operational aspects.

The Association is well-placed to steer and guide the conversations about sustainable use of textiles within its membership which represents over 95% of the outsourced market place processing over 55 million pieces of textiles every week.

WITHOUT A PROFESSIONAL LAUNDRY SERVICE

90% OF **HOTELS** WOULD BE FORCED TO CLOSE WITHIN **THREE DAYS**

90% OF **HOSPITALS** WOULD BE FORCED TO CLOSE AFTER **ONE DAY**

PHARMA & **FOOD** PROCESSING FACTORIES WOULD **CLOSE** FOLLOWING **ONE DAY**

As an active member of the European and Global laundry community, the TSA is brdiging the gaps in the UK laundry industry for future requirements under Waste Framework Directive (In the UK, The Waste (Circular Economy) (Amendment) Regulations 2020) and Extended Producer Responsibilities. The laundry industry is already contributing siginificantly by offering large-scale reusble textile services and this initiative is anoter step towards enabling our members to be more sustainable operations whilst nurturing an inclusive culture across the board.

As the industry evolves, we educate new generations of members in changing technology and practice, ensuring they keep abreast of new developments. We run courses for managers, engineers and technicians and provide training in the systems and machinery used in our industry's processes. As well as running courses, we are actively involved in the development of a continuous personal development route (CPD).

2.1 Circularity

Laundry is one of the oldest industries on the planet. Since their inception, laundries have always functioned within a circular model. The 21st century efficiencies and optimisations enable the laundries to wash textiles as many times as possible whilst maintaining functionality of the products.

The accelerated growth in our understanding of carbon emissions in the last few years has compelled us to focus also on the upstream and downstream supply chains. The intricate nature of the infamous 'Scope 3' emissions is certainly a challenge even to sectors such as laundries with strong sustainable foundations.

Managed laundry services facilitate repeated use of textile products returned to the point of use, fit for the intended purpose. This is in comparison to single-use products that need extensive amounts of raw materials and manufacturing for a single use.
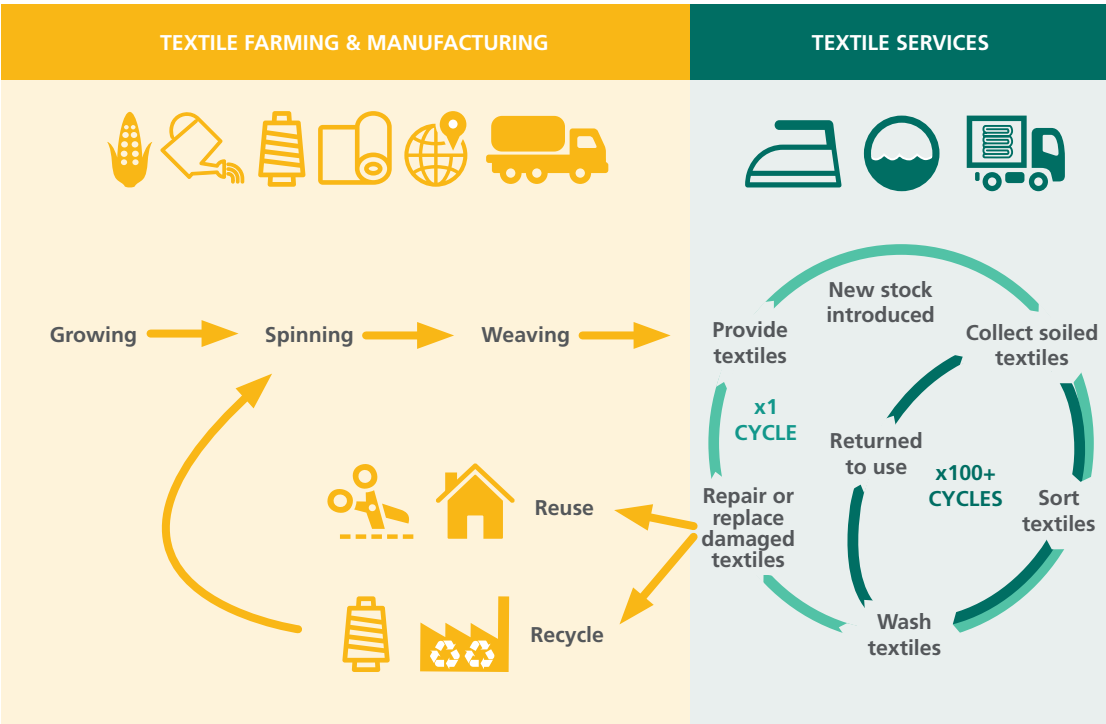
Circularity is based on regeneration of materials or products, especially as a means of continuing production in a sustainable or environmentally friendly way.

2.1 Circularity ...cont'd

The Textile Services Process

The laundry industry is of course about caring and maintaining textile products. This is however made possible by an extensive chain of supply that begins from growing cotton, spinning and manufacturing various textiles products around the world. These products are then used hundreds of times. The value chain then extends to the end-of-life of these products - either through a reuse or recycling process.

TSA's Infinite Textiles scheme is a huge enabler for the industry to standardise and benchmark the full life cycle management of these textile products from sustainable procurement all the way to transerring them to a secondary life through reuse, repurpose and recycle processes.

Missing Textiles

Unfortunately many products don't get to complete their life cycle, with around 50% of linen items lost from the process. The causes for these missing items vary and range from damage, accidental disposal and theft to being used for alternative purposes. This is far from ideal and needs to be addressed for the benefit of all parties. A key element of our industry's journey has been to work collaboratively with our end-user sectors to address these key challenges.

Source: 2019 TSA survey

3.0   # The Start

Our journey started before circularity and sustainability had the focus they have today. Our industry has been at the forefront of recognising the criticality of a sustainable future. The TSA and its expert partners have engaged the entire industry to commit to work together towards the net zero ambitions and delivering a genuine positive impact on the planet.

Laundries are volume-driven operations processing over 55 million textile articles every week. This means that there is a key focus on efficiencies from the beginning. The primary energy management has always been a key priority with energy costs weighing high on total operational costs. The industry has been part of the Climate Change Agreement and has out performed most other sectors with over 34% energy reduction between 2012 and 2024.

We have also been intentional about water usage and efficiencies as the laundries are high users of this precious commodity. Again, the technological advances led by water recycling and recovery processes have delivered a staggering 60% improvements in water usage per kg since early 2000's.

The Right Direction

Whilst we believed, and still do consider, that we were doing our part for the environment, we had no industry-wide roadmap to a net zero ambition. Our end-user sectors such as hospitality, the NHS and the government's carbon reduction plans acted as a catalyst to ensure that we are collectively aligned in our ambitions.

This led to the formation of the TSA Sustainability Steering Group in 2020. With the appointment of a strategic partner expert, Grain Sustainability, we initiated a project in 2021 that led to the publication of our first industry sustainability roadmap enabling individual commercial laundry companies (both small/ medium and large) to pursue their goals within the overarching industry objectives. This roadmap still forms the backbone of our sustainability journey.

GRAIN

↓**34%**
Primary energy (gas and electric) per kg processes from 2012 to 2024.

↓**61%**
Water usage per kg processes from 2012 to 2024.

3.1 Stakeholder Engagement

With the support of the Steering Group, the TSA Board and our experts, we started off on our journey beginning with engaging with the membership.

This began in 2022 with the materiality assessment for the industry, our customers and suppliers.

Desktop Research → Initial Materiality Assessment → Stakeholder Interviews → Stakeholder Surveys → Expert Evaluation → Material Topics

Materiality Assessment Process - Business Interview Snippets

Banks and investors start to ask for ESG track record

We are still in recovery and sustainability is on the back burner

Key to educate customers about product treatments like PFAS, chemical implications or perfectly white textiles, plastic packaging

We need robots!

Sustainability still loses out to cost

We need to know about legislation to come

Industry is not open enough to innovation and to question existing practices

Digitalisation comes with huge opportunities for efficiencies, process improvements and emissions reductions

RFID technology helped us grow

Engaging with the supply chain is key for sustainability

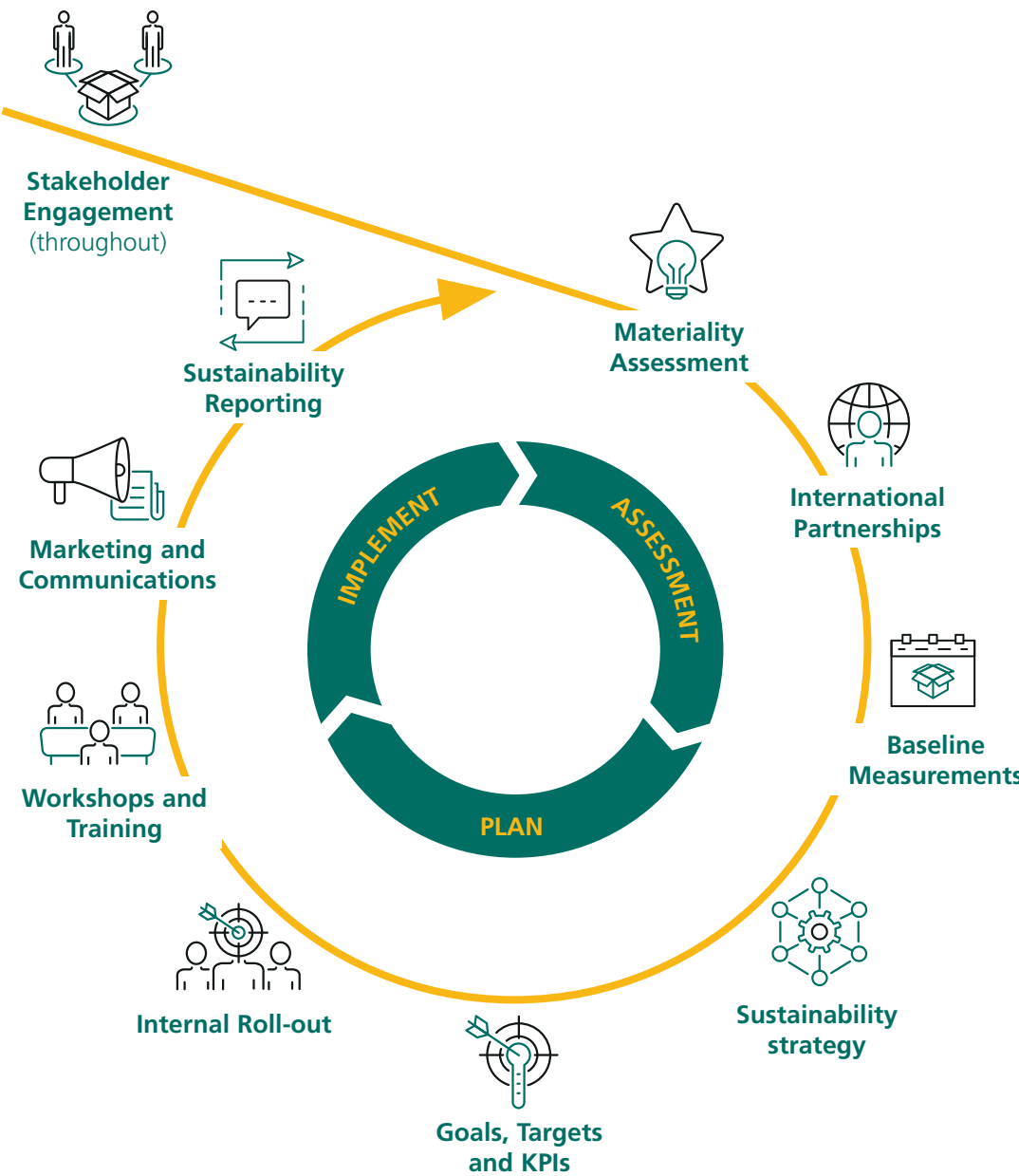*COVID showed the impact from a badly managed supply chain*

TSA Materiality Report March 2023
Survey and interviews conducted in Nov-Dec 2022

3.1 Stakeholder Engagement ...cont'd

Our Approach

The industry agreed to adopt a standardised approach with our consultants guiding us on our journey. By 2024, the launch of the bespoke industry carbon emissions calculator, the process was complete. The laundries are now able to report on their sustainability journeys and develop their individual roadmaps aligned with the industry ambitions.

Stakeholder Engagement (throughout)

Sustainability Reporting

Marketing and Communications

Workshops and Training

Internal Roll-out

IMPLEMENT

ASSESSMENT

PLAN

Materiality Assessment

International Partnerships

Baseline Measurements

Sustainability strategy

Goals, Targets and KPIs

3.2 What Does Sustainability Mean?

For our **Laundries?**		
1	It's good for the world	86%
2	It's the right thing to do	81%
3	It's a fresh way to look at opportunities for our future growth	60%
4	It's the only way to operate in the world now	49%
5	It allows us to speak a common language with people who share our values	33%
6	It's a business requirement	30%
7	It's a marketing strategy	19%
8	It requires a lot of paperwork and reporting	9%
9	It's a distraction from our main activities	5%

For our **Customers?**		
1	It's good for the world	76%
2	It's the right thing to do	68%
3	It's a business requirement	50%
4	It's the only way to operate in the world now	42%
5	It's a fresh way to look at opportunities for our future growth	39%
6	It allows us to speak a common language with people who share our values	34%
7	It's a marketing strategy	13%
8	It requires a lot of paperwork and reporting	5%
9	It's a distraction from our main activities	0%

TSA Materiality Report March 2023
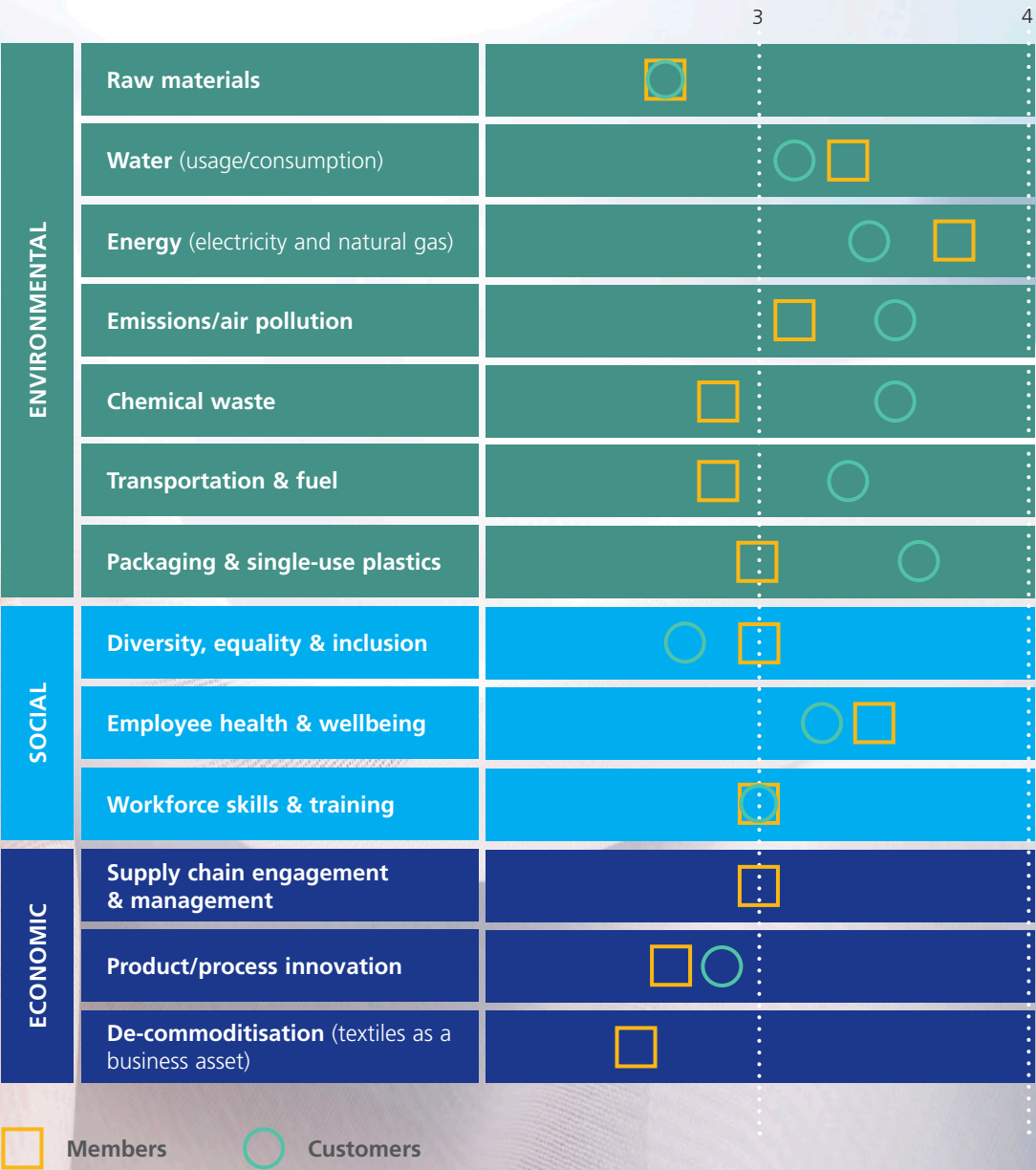Survey and interviews conducted in Nov-Dec 2022

4.0

Materiality

Having completed the questionnaire and the interviews, the following material issues were identified across various sustainability pillars. These issues were then compared among our members and customers. It is surprising how aligned these issues were across the wide ranging user groups. It certainly feels like we are all on the same journey.

Material Issues Matrix: Topics - Ranking Members & Customers

		3	4
ENVIRONMENTAL	Raw materials	▢	
	Water (usage/consumption)	○ ▢	
	Energy (electricity and natural gas)	○	▢
	Emissions/air pollution	▢ ○	
	Chemical waste	▢	○
	Transportation & fuel	▢	○
	Packaging & single-use plastics	▢	○
SOCIAL	Diversity, equality & inclusion	○ ▢	
	Employee health & wellbeing	○ ▢	
	Workforce skills & training	▢	
ECONOMIC	Supply chain engagement & management	▢	
	Product/process innovation	▢ ○	
	De-commoditisation (textiles as a business asset)	▢	

▢ Members   ○ Customers

TSA Materiality Report March 2023

Same products,
same processes,
same challenges.

> **"**
> *Sustainability is a top objective and working collaboratively within the European National Associations and our members is fantastic.*

Elena Lai, Secretary General, European Textile Services Association

5.0   Partnerships

The UK and Beyond

The process to date has been engaging with the UK laundry industry and its UK customer base. As a global industry, it was important to ensure that we share knowledge and expertise beyond national borders. This is all the more important as many customers are global businesses and we want to ensure that we work towards a global solution for the industrial laundry sector and its supply chain.

This process involves engaging with our European, American, Asian and Australian colleagues to ensure that both the objectives and the challenges are understood in the same way.

This is increasingly relevant as we see the businesses in healthcare and hospitality move towards more sustainable outsourced offerings.

ETSA
EUROPEAN TEXTILE SERVICES ASSOCIATION

TRSA
STRONGER TOGETHER

tsa

> **"**
> *Working as a global industry make so much sense, harmonising our journey, our goal and understanding is proving extremely beneficial.*

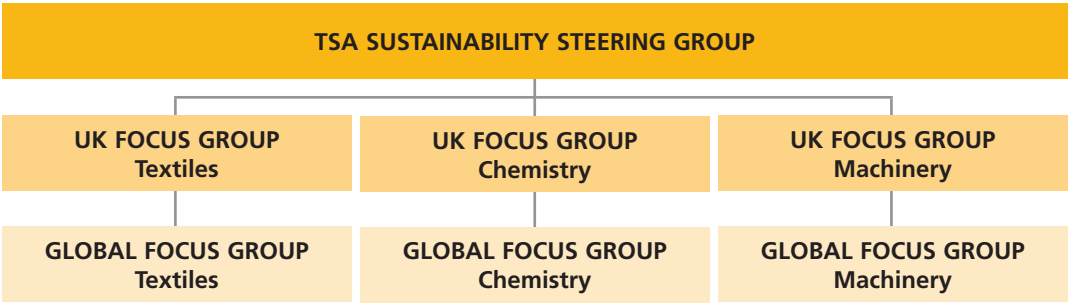**Joe Ricci, CEO, Textile Rental Services of America**

6.0 # The Carbon Emissions Scopes

As an active sector under the Climate Change Agreement since 2010, the industry boasts of a strong track record of collecting energy usage data against the volume of textiles processed. This combined with the water efficiency data, the industry operators positioned themselves strongly to implement and measure efficiencies. However, as our understanding of the emissions scopes improved, the upstream and downstream supply chains have been at the centre of these conversations.

To support the industry, the TSA worked with Grain Sustainability and Compare Your Footprint to provide a carbon measurement platform - Global Laundry and Rental Emissions (GLARE). The web based platform will be based on the Green House Gas protocol. Measuring a business's carbon footprint is an important step towards sustainability. The long-term vision is to specifically tailor the platform for the laundry industry. For example, it could potentially include emissions factors relating to oxygenated bleaches, as used by commercial laundries, and recycled rental textile products.

TSA SUSTAINABILITY STEERING GROUP		
UK FOCUS GROUP Textiles	**UK FOCUS GROUP** Chemistry	**UK FOCUS GROUP** Machinery
GLOBAL FOCUS GROUP Textiles	**GLOBAL FOCUS GROUP** Chemistry	**GLOBAL FOCUS GROUP** Machinery

Climate Change Agreement Energy Consumption Volumes

2008	2018	2024
Baseline Event	1.7 TwH	2.89 TwH

Transport

Laundry industry is enabled by an extensive logistics operation to collect and deliver their products to the end user businesses. This is a key area of energy usage within scope 1 emissions and currently not included in the CCA scheme. Depending on the ownership of the freight, the emissions related to transport will either be categorised under scope 1 or scope 3. GLARE platform enables our industry to collate and report their emissions with consistency and ease.

6.1 # Scope 3

Scope 3 is much more complex and is now forming the key focus of the industry roadmap. It needs total supply chain engagement and there is no quick fix!

However, the conversation has started and it is clear that the long-term outputs are going to deliver a positive difference to the entire supply chain - ranging from a cotton farmer in India, to a detergent supplier in the US, to a high-tech laundry machinery manufacturer in Europe.

With 15 wide-ranging categories that covers everything other than scopes 1 and 2, the third scope of emissions is an intricate web. As we are setting off on this journey, the Steering Group has chosen first seven priorities or minimum requirements in the short term which allows every business to aim for a baseline starting point. Those who can and are willing to capture all 15 categories, they are encouraged to do so as every business will be at a different place within their own journey. These requirements will then be extended to all 15 categories as we mature and learn more on this process.

The main intention of the platform is to enable a business to track their own emissions and benchmark themselves with meaningful carbon reduction plans.
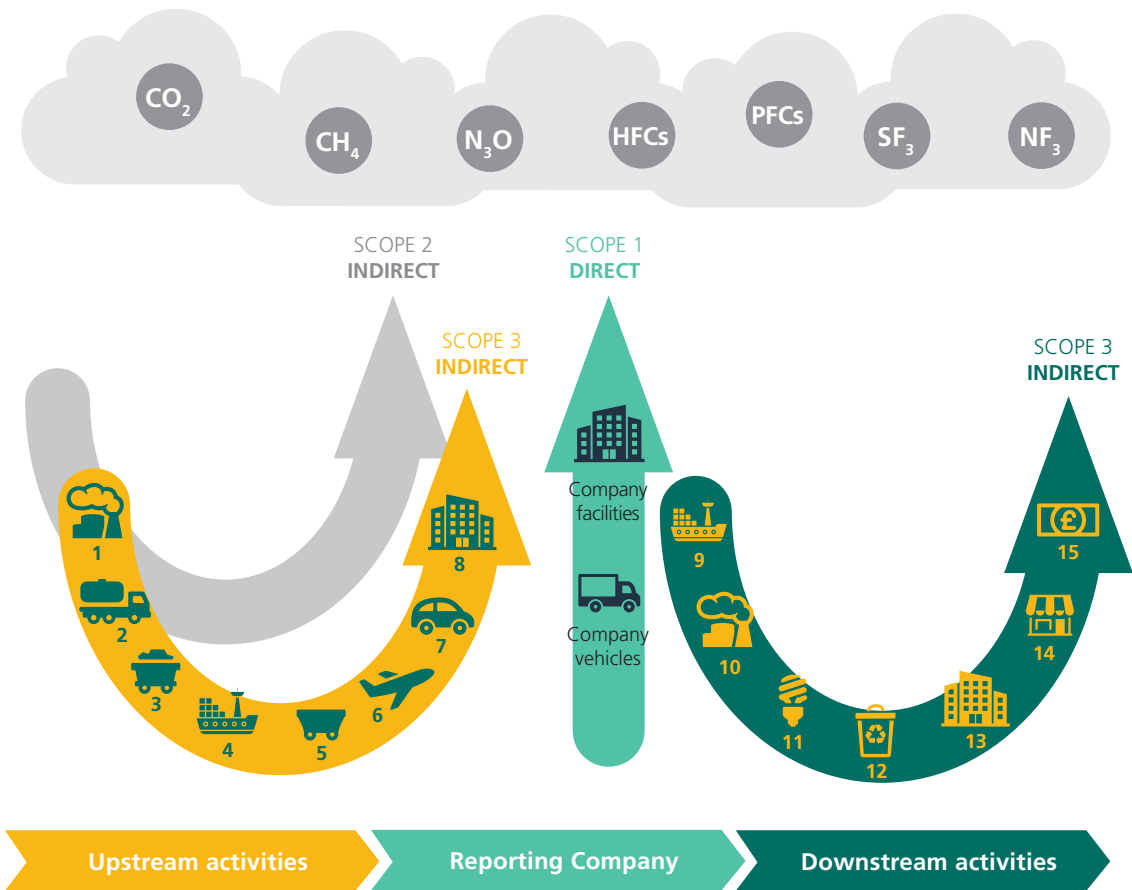
6.2   # Direct & Indirect Emissions

Scope 3 Emissions

UPSTREAM

1. Purchased goods and services
2. Capital goods
3. Fuel and energy - related activities not included in scope 1 or scope 2
4. Upstream transportation and distribution
5. Waste generated in operations
6. Business travel
7. Employee commuting
8. Upstream leased assets

DOWNSTREAM

9. Downstream transportation and distribution
10. Processing of sold products
11. Use of sold products
12. End-of-life treatment of sold products
13. Downstream leased assets
14. Franchises
15. Investments

7.0   Strategy

Having a clear sustainability strategy in place enables the organisation and industry to embrace a shared purpose, vision and goals for responsible business practices.

Embedding sustainability into business-as-usual activities builds ownership, trust, and credibility among all stakeholders. It can also identify new opportunities, while reducing risk.

Ambition Levels

Whilst the industry roadmap will adopt a better and bold approach to our sustainability journey, it is the domain of each laundry operator to articulate their own ambitions and timelines. The objective of the industry roadmap is to provide the membership with the tools and knowledge to enable the alignment of these ambitions at a pace that is appropriate and commercially viable for each individual company.

BASIC
Ambition: Compliance

The sustainability strategy marks the early stage of the sustainability journey leveraging what's in place and allowing time to shape industry directions.
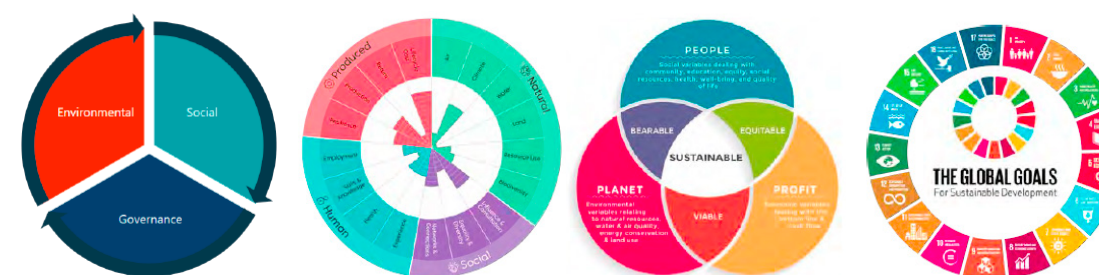
BETTER
Ambition: Evolving

The sustainability strategy aligns with operational/supply chain best practice and industry expectations around material topics.

BOLD
Ambition: Leading

The leading strategy pulls together and effectively communicates all aspects of relevant sustainable practice, setting a strong pace for the industry, together with the industry.

Example Frameworks

Creating a clear, defined pathway will help smooth out any unwelcome creases along the way.

7.1 Materiality Strategised

From the materiality assessment of both our members and their customers, the key elements have been identified within the strategy enabling the development of the road map action plan. The strategy takes forward the three pillars of: **Environmental** | **Social** | **Economic**

Strategy Approach

ENERGY & EMISSIONS MANAGEMENT	WATER MANAGEMENT	PACKAGING & SINGLE USE	CHEMICAL WASTE	WORKFORCE SKILLS & TRAINING	EMPLOYEE H&S & WELLBEING
Measure carbon Carbon reduction plans Review sustainable fuel alternatives Efficient route management	Optimise water usage Improved effluent management Supply chain engagement to manage microplastics and PFAS	Reusable packaging Meaningful customer engagement	Effective management of harmful chemicals Customer engagement on justifiable whiteness, against environmental impact Research and innovation in chemical and fire protection	Expand training for sustainability using TSA resources Targeted health and safety/ wellbeing training Technical and engineering career pathways	Develop a pool of well being firstaiders Tools & resources available to manage safety & fire risks Coordinate efforts to improve machinery designs & related risk management
Governance to facilitate implementatation of sustainability ambitions					
Communications supporting change and engaging all stakeholders					

7.2 The Bird's Eye View

A clear sustainability strategy and commitment not only enhance business performance but also encourage the adoption of best practices. This together with support from the leadership with the full backing of policies and resources enables the laundries to withstand market pressures and effectively manage risks. A well-thought through sustainability plan is not all about the 'immediate future'. It carefully considers the past, the present and the future in varying bandwidths. One must be able to 'pan in and out' of the picture at an industrial scale allowing individual participants the clarity on where they fit in.

The Roadmap

The industry road map forms the crux of the journey, where we have come from, where we are and where we are going. Each member is then encouraged to create there own detailed journey which will then be consolidated and shared within the membership community. Some examples are shown below, see Appendix 1 for more detail.

2020 -2024

- Historic/legacy reductions
- Established Steering Group
- Sustainability assessment
- Industry roadmap launch
- Commitment to eliminate single-use plastic
- ETSA Sustainability Workforce

2025

- Launch of GLARE - Scope 3 minimum calculation requirements
- Establish emission baseline for industry
- New CCA scheme (90% membership participation)
- Technology roadmaps on heat pumps and long-term electrification
- 15% of member sites certified - Infinite Textiles scheme
- 15% staff sustainbility literate

2026 -2030

- 100% members measuring and reporting emissions
- 30% of members ISO45001 certified
- 45% reduction of fossil fuel
- 60% reduction in operational emissions
- 30% reduction in textile waste
- 70% of all end of life products processed through the Infinite Textiles scheme
- 20% reduction in overall OBA use

2035

- 80% reduction in operational emissions
- 70% reduction of fossil fuel
- 45% reduction in microplastics content
- 75% reduction in PFAS from effluents
- 80% reduction in single-use packaging

2040

- 90% reduction in operational emissions
- 70% reduction in all active emissions
- 85% reduction of fossil fuel
- 60% reduction in microplastics content
- 90% reduction in PFAS from effluents
- 90% reduction in single-use packaging

2045

- 100% reduction in operational emissions
- 80% reduction in all active emissions
- 100% reduction of fossil fuel
- 80% reduction in microplastics content
- 100% reduction in PFAS from effluents
- 100% reduction in single-use packaging

8.0 Goals, Targets and KPI's

Setting realistic goals within your strategy ambition is key to delivering the plan. The industry, through the TSA board, will set the aspirations for the membership to strive towards. Some will exceed these benchmark targets while some will need support but as an industry we are committed to drive this forward and the TSA's role is to encourage and facilitate the journey for all.

As we strive for the accuracy in data collection, defining a baseline is going to be key in any benchmarking exercise. Whilst all businesses are free to choose their own baselines, the Sustainability Steering Group will aim to define an industry baseline for all three scopes of emissions.

Sustainability has been a pre-competition subject matter for a long time. However, as environmental initiatives are taking central place in a business's competitiveness, TSA would like to provide guidance and help to our members to ensure that environmental labels and claims are credible and trustworthy. In Europe and around the world, there are legislative initiatives to handle green claims to boost end-user confidence. It will also enhance the competitiveness of businesses striving to increase the environmental sustainability of their products and services.

*An expert group from the TSA membership to track the progress of net zero requirements as there are differing positions across the value chain.

9.0 Internal Rollout

We have already started the engaging discussions, you wouldn't be here on page 31 otherwise! Onboarding the industry has been easy, as the materiality assessment demonstrates 86% of the membership were keen to join on this journey together. Our conference programmes have focussed on the topics for four years.Our Supply Partners are actively participating with planned knowledge sharing days, and a dedicated sustainability conference showcase.

The Climate Change Agreement platform has been driving our industry forward for over 10 years but the broader sustainability agenda and pillars has enabled a focused and clear platform to continue to challenge our membership.

Well-known for its hands-on approach and technical inclination, it is easy for an industry of this kind to lean towards just the energy efficiency and carbon reduction aspects. The TSA's aim is to prepare our industry to achieve that balance on all three identified overarching areas. Environmental, Social and Economic. It is encouraging to note that the training and awareness programmes for mental health and well-being have been sold out in 2024. We are continuing to develop engaging workshops to help our industry become champions of a diverse and inclusive work culture whilst pursuing carbon reduction plans and driving sustainable investments for the future.

10.0 Workshops & Training

24,000 people are working on delivering our sustainability journey. The TSA's role is to provide the support and training across three key main areas.
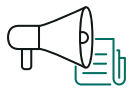
Environmental

- Infinite Textiles
- CCA
- Laundry Technology course
- 14001 training
- Carbon literacy
- Carbon emission platform data training

Social

- Mental health awareness
- Health & Safety
- Risk assessment
- Staff recruitment

Economic

- Supply chain engagement
- Marketplace development
- DMU microbiological control research
- Re-usables in the NHS

> **The strongest governments on earth cannot clean up pollution by themselves. They must rely on each ordinary person, like you and me, on our choices, and on our will.**
>
> Chai Jing, journalist, author and environmental activist

11.0 Marketing & Communications

We want to tell everyone about what we're doing. We're proud and excited and we want our industry to be seen as a shining example of what can be done.

This is why we are engaging with the government, the NHS, the press and several other associations.

Embedding the sustainability strategy in the vision and mission should happen at the leadership level to build commitment and accountability, and ensure consistency across all communications. This needs to flow into the culture and values of both TSA and all members.
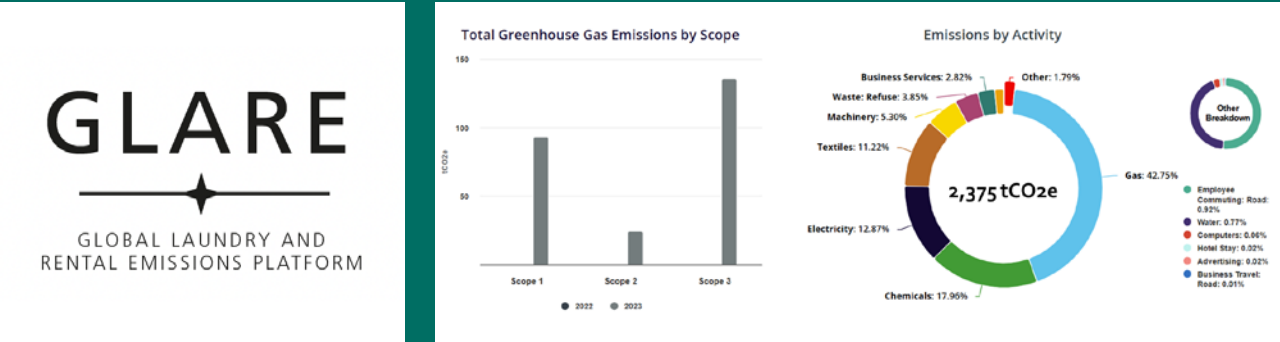
12.0 Reporting

All of the sustainability efforts, investments and communication boils down to the true impact it is making to our communities and the planet. Reporting requirements and choices are going to be key in how we can express what we have done in the past, what we are doing now and what is in the pipeline.

Depending on your organisational structure and individual preferences, you may choose a framework that works for you. Some of the key consideration for this choice are as follows:

- Recognised by the regulatory requirements, investors, stakeholders and suppliers
- Provides structure and credibility to the strategy
- Enables the assessment of target performance
- Easier for future third-party assurance
- Useful checklist against material issues (e.g., energy and emissions management, health, safety and compliance, waste), and framed in a way to identify potential actions
- Ability to allow structure for data gathering for future reporting (GRI, SECR etc.) and reporting linkages

Now it's (fairly) easy to say what you are doing, but when it comes to your Scope 3 Emissions, it all becomes more complex. We understand this isn't easy, but we are launching a calculator platform called GLARE specifically for the industry in partnership with Green Element Group's **Compare your Footprint**™ - to enable the textiles industry, in the UK and overseas, harmonise its approach to carbon reporting. As we work to develop more industry specific data GLARE will allow members to calculate their footprint using emissions factor calculations that adhere to the Greenhouse Gas Protocol's Corporate Accounting and Reporting Standard.

One of the most effective ways to become more sustainable is to measure and reduce the greenhouse gas emissions emitted by your organisation. Calculating your entire operation's carbon footprint helps to set realistic net-zero targets that align with your company.

> ❝ *We are the first generation to feel the impact of climate change and the last generation that can do something about it.*
>
> **Barack Obama**

Environment

Energy and Emissions Management

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Primary energy - Climate Change Scheme	90% TSA members engagement (2025) Implement an extension of longer CCA scheme	100% TSA members engagement (2030) - if applicable	Roll-on scheme for 2024 (announced by the government)	New scheme extensions and consultation input
Decarbonisation	1. Develop case studies for DESNZ for potential decarbonisation of primary fuel 2. Develop technology roadmaps on heat pumps and long-term electrification of the laundry operations	Enable at least two successful projects within IETF scope (2024 - 2026)	Encourage grant funding and financing opportunities for energy efficiency (capital and innovation)	CCA target performance leading to substantial carbon emission reductions
Carbon footprint calculations	1. Choose a platform for emissions calculations and complete pilot projects 2. Large laundries and SME laundries to sign up for carbon footprint calculator 3. Define minimum calculation requirements (MCR) for all scopes vehicle fuel, water, waste, detergents, business travel, commuting/ wfh, transport and distribution other than own vehicles - TBC working group recommendations"	1. Mandate UK industry carbon footprint data gathering (anonymous) 2. 100% of the primary energy emissions to be reported through the platform (TSA members) 3. Complete the scope 3 MCR in the platform 4. 100% of the primary energy emissions calculated and reported	1. Define Scope 3 satisfying calculation requirements (SCR) for the industry - all purchased goods and services, capital goods, franchises, investments	1. Complete the scope 3 SCR in the platform 2. Define the full calculations requirements and aspire to get detailed emissions as accurately as possible
Fleet carbon reduction	20% reduction of fossil fuel All laundries using route management software	45% reduction of fossil fuel	70% reduction of fossil fuel	100% reduction of fossil fuel
Carbon emission reduction plan	Establishing emission baseline for industry	Operational emissions to reduce by 60%	Operational emissions to reduce by 80%	All activities emissions to reduce by 80%

Environment

Water Management

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Optimise water usage	1. establish current usage level 2. establish the most optimal water efficiency possibilities (OWEP)	25% of OWEP	50% of OWEP	100% of OWEP
Reduce effluent, improve water filtration and chemical cleaning on site	1. analyse existing effluent to determine the customer soiling factors and laundry chemistry 2. establish necessary filtration, neutralisation etc	1. Reduce the unknown and undeclared effluent elements by 70% working with the customers	1. reduce the microplastics content by 45% 2. reduce PFAS from effluents by 75%	1. reduce the unknown and undeclared effluent elements by 100% working with the customers 2. reduce the microplastics content by 80% 3. reduce PFAS from effluents by 100%
No PFAS in products or processes	Education	Removal of all products with PFAS (both textiles/garments and chemicals) other than fire fighting equipment, careful management of PFAS containing products, waste water, air	Removal of all PFAS from products and services	
Microplastics	Develop a relevant methodlogy for analysis	Analyse current occurance of microplastics in water and air	Reduce microplastics by 45%	Reduce microplastics by 80%

Packaging and Single Use Plastics

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
replacing all single use packaging with reusable packaging (without use of harmful materials like paper coatings) or through changes in service delivery process	Explore and develop (if necessary) alternative packaging materials and processes	60% single packaging eliminated	80% single packaging eliminated	100% single packaging eliminated

Environment

Chemical Waste

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Effective management and handling of all chemicals harmful to the environment or humans	1. educate and raise awareness of chemical composition of the laundry products 2. identify and establish the best possibilities to remove harmful chemistry (BPRHC)	Achieve 50% of BPRHC	1. Achieve 80% of BPRHC 2. Review the BPRHC parameters as technologies develop	1. Achieve 100% of BPRHC 2. Review the BPRHC parameters as technologies develop
Develop agreement in the value chain of level of justifiable whiteness, against environmental impact	Three awareness campaigns targetting end user sector	Seven awareness campaigns targetting end user sector	Reduce the overall use of OBAs by 20%	Reduce the overall use of OBAs by 50%

Waste

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Zero waste, create total circularity	Create clear understanding of best products and materials for circular model, develop partnerships for end of life solutions that allow all materials to return as resources	Waste reduced by 35%	Waste reduced by 50%	Waste reduced by 100%
Extend Infinite Textiles scheme	1. multisite laundries - 35% of all sites accredited through the Infinite Textiles scheme 2. 60% of all end of life products processed through Infinite Textiles scheme 3. 25% all relevant staff attend corresponding TSA training	1. multisite laundries - 50% of all sites accredited through the Infinite Textiles scheme 2. 70% of all end of life products processed through Infinite Textiles scheme 3. 50% all relevant staff attend corresponding TSA training	1. multisite laundries - 75% of all sites accredited through the Infinite Textiles scheme 2. 80% of all end of life products processed through Infinite Textiles scheme 3. 75% all relevant staff attend corresponding TSA training	1. multisite laundries - 100% of all sites accredited through the Infinite Textiles scheme 2. 100% of all end of life products processed through Infinite Textiles scheme 3. 100% all relevant staff attend corresponding TSA training

Service Route Planning

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Reduce the number of product miles per delivery route	engage with fleet management software company or develop custom fleet software for the industry	reduce product miles per product by 10% per tonne transported	reduce product miles per product by 20% per tonne transported	reduce product miles per product by 20% per tonne transported

Social

Workforce Skills and Training

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Training in H&S	40% of staff attended training	55% of staff attended training	70% of staff attended training	100% of staff attended training
Expand training for sustainability using TSA tools and literature (emissions accouting and reduction, other impacts on biodiversity, effluent, PFAS, microplastics equity/diversity/ inclusion, innovation adoption like heat pumps etc)	20% of staff attended training	35% of staff attended training	50% of staff attended training	100% of staff attended training
Skills development	20% of staff attended training	30% of staff attended training	40% of staff attended training	70% of staff attended training
Further Education / Higher Education engagment	Offer open laundry week Continue to offer the TSMC (management)	Develop partnerships to establish industry-specific curriculum content and research. For Example, Laundry engineering qualification	First industry specific courses and modules available	20% of all new recruits to be from FE/ HE industry specific courses

Employee H&S and Wellbeing

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Create an assessment framework for H&S, facilitate ISO standard for all members	20% of members ISO45001 certified	30% of members ISO45001 certified	5% of members ISO45001 certified	90% of members ISO45001 certified
Create a work environment that is attracting and retaining the appropriate levels and quality of staff	20% managers and employers trained on nurturing a diverse and inclusive work culture. 30% fewer vacant positions	25% managers and employers trained on nurturing a diverse and inclusive work culture. 40% fewer vacant positions	30% managers and employers trained on nurturing a diverse and inclusive work culture, 50% fewer vacant positions	40% managers and employers trained on nurturing a diverse and inclusive work culture, 60% fewer vacant positions

Social

Diversity, Equity and Inclusion

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Training	20% of staff attended training	30% of staff attended training	40% of staff attended training	70% of staff attended training
Recruitment	Establish process to ensure unbiased engagement with minorities	10% of new recruits to be from minorities and under respresented groups	20% of new recruits to be from minorities and under respresented groups	50% of new recruits to be from minorities and under respresented groups
Target setting	Develop targets for DEI representation, gender parity, women in leadership roles etc	M/W in leadership 80/20 etc	M/W in leadership 70/30 etc	M/W in leadership 50/50 etc

Governance

TSA and Members Organisational Change

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Update mission, vision and values to reflect sustainability commitment	TSA to lead by example and write sustainability into the mission, vision and values	30% of members on board	50% of members on board	100% of members on board
Update organisation charts, policies and processes that ensure the adoption, integration and implementation of the strategy	TSA to develop together with members list of policies and templates to facilitate	30% of members on board	50% of members on board	100% of members on board

Supply Chain Engagement

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
TSA to get the entire supply chain on board together with DTV, TRSA and ETSA	50% of supply chain engaged	75% of supply chain engaged	100% of supply chain engaged	

Product and Service Innovaion

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Establish a steering group to drive innovation forward	Innovation steering group to be established	Innovation steering group to be established	Innovation steering group to pilot and trial promising solutions	Circularity achieved and steering group to look for continuous improvements

Establish Reporting Frameworks

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
GRI alinged reporting	Introduce the framework to members	25% of members on board	50% of members on board	100% of members on board

Communication

TSA

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Present benefits of how SDGs can help to explain	Engage all members	25% of members on board	50% of members on board	100% of members on board
Ensure sustainability is respresented consistently throught all communication	Audit and implement necessary changes	25% of members on board	50% of members on board	100% of members on board
Establish clear language about the sustainable nature of the industry	Audit and implement necessary changes	25% of members on board	50% of members on board	100% of members on board

TSA Members

KPI's	2024 - 2026	2027 - 2030	2031 - 2035	2036 - 2045
Use SDGs to demonstrate how industry activity aligns	20% of members on board	35% of members on board	50% of members on board	100% of members on board
Incorporate positive impact of industry into communication	Audit and implement necessary changes	35% of members on board	50% of members on board	100% of members on board

- 2024 GLARE NAs workshop
- 2024 Feb Membership webinar - Decarbonisation IETF
- 2024 Infinite Textiles Onboarding Webinar
- 2024 ETSA R&I Day - Cologne
- 2024 TRSA Board meeting - GLARE
- 2024 National Associations Workshop - GLARE
- 2024 TSA UKH Sustainability Aligning Roundtable
- 2024 D&I Training
- 2024 Technical Standards Forum - circularity and standardisation
- 2024 Laundry Technology Course
- 2024 Mental Health First-Aider Training
- 2024 Management Course
- 2024 Machinery Safety Day - Paul Mahoney and David Bromme
- 2024 Sustainability Day - Sodra
- 2024 Supplier Showcase- Linen suppliers
- 2024 Sustainability Day - Chemical suppliers, Robert Unsworth, GEA, Daniel Wells, Spirax Sarco and Jean-Yves Cherrault, Centrica
- 2024 Spring Conference - Industry Workshop - Research in Hygiene Validation, DMU Prof. Katie Laird
- 2024 Spring Conference - D&I Workshop - Adrian Thomas
- 2024 Spring Conference - Customer engagement workshop - Pasha the Pillowcase
- 2024 Spring Conference - Sustainability workshop - GLARE carbon calculation, Liberty Bollen, Jessica Owrid
- 2024 Spring Conference - Louise Adamson and Adrian Thomas - Workplace safety
- 2024 National Laundry Group Meeting - Decarbonisation, Infinite Textiles and GLARE for SME laundries
- 2024 Autumn Conference - Benita Matofska - Sustainable transformation for businesses, Dr Zaheer Ahmed - Defining an inclusive culture, Barbara Dirnberger - Sedex, Workwear recycling and PFAS - Klopman and Thomas Leucht, Microplastics from textiles - Thomas Leucht, Safety Matter Workshop - Fire safety - Worknest and Securitas, People Matter Workshop - Included (Rob)

- 2023 Cross-industry Sustainability Group - Laindries and Hospitality sectors
- 2023 Spring Conference - No green washing (microplastics and PFAS) - Ecolab - Carmen
- 2023 Spring Conference - Connecting our action to our oceans - Natalie Fee
- 2023 Knowledge Network Open Days - Sustainability - Grain - Christoph Geppert, GEA Robert Unsworth and Dr Olga Franczak
- 2023 Suppliers Sustainability Scope 3 Roundtable
- 2023 TSA Board D&I Workshop
- 2023 Autumn Conference - Environment Matter Workshop - Compare your footprint
- 2023 Autumn Conference - Safety Matter Workshop - Willis Towers Watson (Jenny)
- 2023 Autumn Conference - People Matter Workshop - Included (Rob)
- 2023 Autumn Conference - Asifa Lahore and Adrian Thomas
- 2023 Infinite Textiles event at Salvation Army, Kettering
- 2023 Prison Workshop, Wymott
- 2023 March Membership webinar - Fire safety
- 2023 June Membership webinar - Menopause awareness
- 2023 July Membership webinar - Financial wellbeing

Sustainability
Report

Proposed by **TSA**