



TEXTILE SERVICES ASSOCIATION LTD

CODE OF CONDUCT

1. Introduction

The Textile Services Association (**TSA**) is committed to promoting excellence, professionalism, integrity, safety, sustainability and fair competition across the textile care and services sector. This Code of Conduct sets out the standards and responsibilities expected of all members and supply partners in order to protect customers, employees, suppliers and the environment, to protect the reputation of the TSA, and to uphold industry best practice.

Compliance with this Code is a condition of TSA membership – whether as a full member, as an honorary member or as a supply partner of the TSA (all of which shall be classed as ‘members’ for the purpose of this Code) - it reflects the shared values upon which the TSA is founded, and complements the laws, regulations and standards that apply to the textile care and services industry.

2. Membership Obligations

As a member of the TSA, you agree to:

- Uphold the TSA’s objectives and values of professionalism, integrity, respect, and accountability.
- Conduct business ethically, transparently, and in good faith, avoiding practices that may bring the TSA or the wider industry into disrepute.
- Comply with all applicable laws and regulatory requirements, including those relating to health and safety, environmental protection, employment and equality law, data protection, consumer protection, competition law, sanctions and export controls, and tax compliance.
- Comply with the TSA’s articles of association.
- Comply with the TSA’s Good Practice Guidance on Fire Safety, Good Practice Guidance on Laundry Machinery Safety and Code of Practice Document on the Safe Operation of Continuous Tunnel Washers (the latest copies of which are available on the TSA’s website).
- Ensure that all relevant directors, employees, contractors, and agents acting on your behalf are made aware of, understand and adhere to this Code.
- Pay your subscription fees when due and provide timely, accurate information reasonably requested by the TSA for membership administration, compliance monitoring, or sector research purposes.
- Co-operate with the TSA in its initiatives, research and industry programmes, and in any investigation or compliance process arising under this Code.

3. Expected Behaviour and Standards

As a member of the TSA, you are expected to demonstrate the following behaviours and standards:

Professionalism

- Uphold high standards of product and service quality, ensuring services are fit for purpose, delivered professionally and diligently with reasonable skill and care, and in accordance with industry best practice and applicable standards.
- Compete fairly and independently, making commercial decisions without anti-competitive coordination, and refrain from disparaging the TSA or its other members.

Integrity

- Act with honesty and integrity, in dealings with customers, colleagues, competitors, suppliers, regulators, the TSA and other stakeholders.
- Market products and services accurately and responsibly, avoiding misleading, deceptive or fraudulent claims (including green claims) and respecting intellectual property rights.
- Manage data and confidential information lawfully and securely, complying with data protection requirements and safeguarding customer and commercially sensitive information.

Respect and wellbeing

- Foster inclusive, non-discriminatory and respectful workplaces and service environments.
- Engage fairly with workers, providing lawful contracts, fair treatment, and appropriate training; respect freedom of association; and prohibit forced, compulsory, or child labour in their operations and, where reasonable, within their supply chains.

Responsibility

- Prioritise health, safety and wellbeing, implementing robust risk assessments, training, and controls for chemicals, machinery, transport, manual handling, fire safety and infection prevention.
- Demonstrate environmental responsibility, including efficient use of water, energy, and detergents; responsible chemical handling; emissions control; waste minimisation and lawful disposal; and a commitment to continual improvement and de-carbonisation, where practicable.

4. Prohibited Conduct

The following behaviours and conduct are strictly prohibited:

- **Unethical or unlawful practices**, such as bribery and corruption, fraud, tax evasion, money laundering, modern slavery, or sanctions violations.
- **Anti-competitive behaviour**, including price fixing, market/customer allocation, bid rigging, exchange of competitively sensitive information without lawful basis, or collective boycotts.
- **Discrimination**, harassment, bullying, victimisation, or retaliation on any unlawful ground, including sex, race, disability, age, religion or belief, sexual orientation, gender reassignment, marriage or civil partnership, pregnancy or maternity.
- **Misrepresentation**, including making false, misleading or deceptive statements in marketing, tenders, press releases, media articles, certifications, sustainability claims, or communications with the TSA or regulators.
- **Failure to maintain health, safety and environmental compliance**, including a disregard for industry safety standards.
- **Misuse of confidential or personal data**, cyber breaches due to reckless practices, or infringement of intellectual property.
- **Activities that harm the TSA's reputation**, including abusive or disruptive conduct at TSA meetings or events, public behaviour inconsistent with the TSA's values, or interfering with any TSA inquiry, audit or investigation.
- **Unauthorised use of TSA intellectual property**, including any misuse of TSA branding, logos, or membership to imply endorsement where none exists.
- **Non-payment of TSA subscription fees** or persistent failure to cooperate with TSA compliance processes.

5. Compliance and Monitoring

The TSA will promote compliance with this Code through:

- **Awareness and Guidance:** Publishing guidance notes, best-practice resources, and training opportunities to assist members in understanding and implementing the Code.
- **Risk-Based Monitoring:** Undertaking proportionate, risk-based monitoring which may include desk reviews, requests for information, and, where justified, site visits or third-party verification.
- **Improvement:** Engaging with members in dialogue to gain feedback and support continuous improvement of, and compliance with, the Code.
- **Cooperation:** Expecting members to cooperate fully and promptly with any TSA compliance activity, including providing documents, access to relevant personnel, and corrective action plans. Members agree to take prompt corrective action where required.
- **Attestations:** Requiring periodic member attestations of compliance and notification of any material adverse regulatory findings relevant to the Code.

- **Complaints and Reporting:** Receiving complaints or reports from customers, workers, other members, or stakeholders. The TSA may request supporting information and may refer matters to regulators where appropriate.

The TSA will handle compliance information sensitively and in accordance with applicable data protection requirements. Where possible and appropriate, the TSA will seek to resolve issues cooperatively and proportionately.

6. Remedies and Sanctions

Where the TSA determines that a member or supply partner may have breached this Code, it may take one or more of the following steps, having regard to the seriousness, impact, and any remedial actions taken:

- **Informal Resolution:** Advisory letter, guidance, or engagement to address minor or first-time issues.
- **Warning:** Written warning identifying the breach and required corrective actions with a specified timeframe.
- **Conditions:** Imposition of conditions on membership, such as corrective action plans, training requirements, or enhanced monitoring.
- **Suspension:** Temporary suspension of membership rights and use of TSA branding pending remediation or investigation outcome.
- **Public Statement:** Where necessary to protect stakeholders or the reputation of the sector, the TSA may issue a proportionate public statement.
- **Termination:** Expulsion from membership for serious or persistent breaches, failure to remediate, non-cooperation, or conduct bringing the TSA into disrepute.
- **Referral:** Reporting to relevant authorities or regulators where the conduct may constitute a legal or regulatory breach.

Before imposing suspension or termination (save in urgent or serious cases requiring immediate protective action), the TSA will ordinarily provide written notice of the allegations, the proposed sanction, and a reasonable opportunity to respond. A member subject to suspension or termination has the right to a fair review and appeals process.

Non-payment of subscription fees may result in suspension or termination following demand and a reasonable grace period.

Sanctions do not preclude the TSA from seeking recovery of any losses caused to the TSA or pursuing other remedies available at law.

7. Review and Amendments

This Code will be reviewed periodically to ensure it remains aligned with legal, ethical and industry developments, as well as with the TSA's objectives and values. Proposed amendments may be initiated by the TSA Board following consultation with members and stakeholders as appropriate. The TSA will notify members of material amendments and the date they take effect. Continued membership and use of TSA services after notification constitutes acceptance of the amended Code.

Effective Date

This Code takes effect on **1st January 2026** and applies to all TSA members from that date. Where a member's existing contractual or statutory obligations impose higher standards, those higher standards should be followed. Members are encouraged to contact the TSA for guidance on interpretation or implementation of this Code.