

Your laundry, safe in our hands

Working together to deliver hygienically clean hospitality textiles



What a year.

We've all been through the wringer and hospitality has been hit hard, but as the sector begins to reopen and you hopefully prepare to welcome back your guests (if you haven't already), we wanted to remind you of the specific support that your laundry can provide.

Your laundry service provider can help you by reassuring your staff and customers that the linen and towelling they are using and come into contact with in your venue has been hygienically processed in line with the industry's most stringent safety guidelines. We have produced this document to enable you to see some of the work your laundry has undertaken and make you aware of marketing tools which you can access to provide even more reassurance to your guests.

As the commercial laundry trade association we have been helping laundries throughout the pandemic with various advisory and guidance work streams. The TSA represents over 95% of the UK commercial laundry sector, but if your laundry isn't a member, ask them to get in touch and we will happily share an array of useful information and documentation with them - such as the unique scientific research we have undertaken alongside De Montfort University, studying the effects of laundry processes on COVID which has provided very encouraging results for the industry.

The summer season is set to be a critical time for us all. We wish you a successful, profitable and long future.



COVID matters. In association with De Montfort University, we have undertaken independent research looking at the survival rates of COVID on both textiles and the washing process. This research is fundamental to understanding and developing the best processes and procedures for our industry. The research has been peer reviewed and published. You can read it in full detail [here](#) however, in summary, it concludes that COVID-19 is clearly killed in all washing processes above 40° with agitation and detergent. Research around survival rates of the virus on fabrics demonstrated that COVID can survive on cotton for up to 12 hours and on polyester for up to 72 hours. Existing TSA safety guidelines already manages cross-contamination and all commercial laundries will segregate soiled and clean linen, but if you are operating an onsite laundry it is worth setting up segregation and cross-contamination procedures.

Our pledge. All TSA member laundries run COVID secure operations and many have undertaken participation in hygiene certifications in line with BS EN14065 which is a European Standard for processing healthcare. Any member displaying the hygienically clean logo has signed up to and is committed to delivering this pledge.

David Stevens, CEO, Textile Services Association



A clear message

reassuring your staff and your guests

Hygienically clean textiles are paramount in what we do and providing a safe, clean environment to protect the health of your guests is more important than ever.

Marketing support.

In association with **UK Hospitality** we have produced a range of marketing support material to help reassure your staff and your guests that the linen and towelling products they come into contact with are clean and safe for use.

Ranging from printed posters to on screen videos, we have various literature available that can be placed in areas across your business. Contact your laundry for more details.

Food for thought.

Apart from the obvious superiority in quality and performance, it is reusable, laundered table linen which is the most economic and hygienic option compared to disposable textile products. The environmental impact of textile linens is half of that from disposable alternatives. Textile linens are better for the planet and your pocket.

Many restaurants are now using freshly laundered table linen to help reinforce the hygiene message and also act as a great way to help manage social distancing.



Available as posters, flyers or A-cards, we have a series of designs for various areas of your venue, covering bedrooms, restaurant, the spa or the gym.



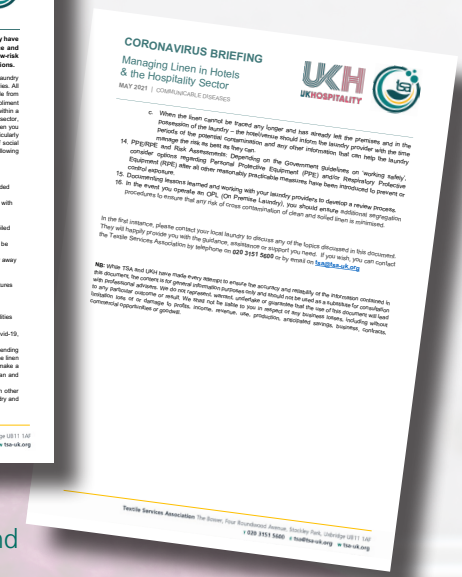
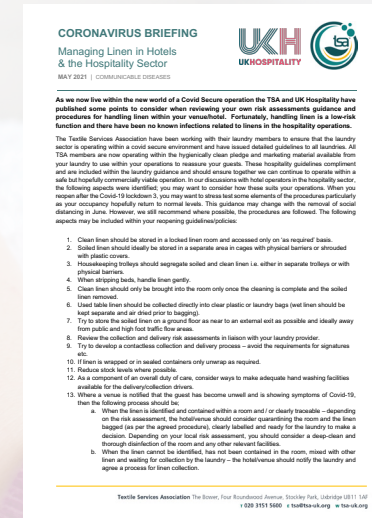
Keeping people safe is more important than ever. We have four informative videos to help demonstrate how laundry services can reassure your staff and guests they are using hygienically clean linen, uniforms and textiles. Click [here](#) to access these from YouTube.

A helping hand

managing linen at your hotel

We have been working with UK Hospitality to help provide guidance for the safe handling of linen and textiles within your business. You may find something different works better for your business, but in general, the principles are;

- Store clean linen in secure linen rooms and access only on as required basis
- Store soiled linen in separate areas, ideally with physical barriers or in shrouded cages
- Store soiled textiles on a ground floor, as near to an external exit as possible, and away from guest and high traffic flow areas
- If linen is wrapped or in sealed containers, only open as required
- Segregate clean and soiled linen on housekeeping trolleys and throughout the changing bedroom process
- Collect soiled table linen directly into clear plastic or laundry bags
- Have an agreed procedure for identifying and containing contaminated textiles
- Use a contactless collection and delivery process (avoiding requirements for signatures etc)



Please click [here](#) to read and download the guidelines in full from our website.

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For further help and advice

In the first instance, please contact your local laundry to discuss any of the topics discussed in this document. They will happily provide you with the guidance, assistance and support you need.

If you wish, you can contact the Textile Services Association on **T 020 3151 5600** **E tsa@tsa-uk.org**

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