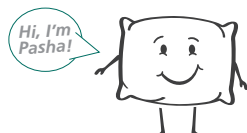




A GUIDE TO VALUING HOSPITALITY LINEN

HELPING LINEN LAST LONGER!

A mutual guidance document
produced in partnership by
Textile Services Association, UK
Housekeepers Association and
UK Hospitality.





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1 INTRODUCTION

After surveying the hospitality sector in 2023, a large number of hotel general managers stated that they would like to improve the awareness of sustainability related to textiles within their teams and asked for supporting material.

Consequently, a working group - consisting of a number of hotels, laundries and their representative trade bodies - was set up to produce supporting content to communicate the message throughout the operation, but particularly aimed at housekeeping and laundry operator teams. This guide has been written for your housekeeping teams (separate documents for Laundries and OPL's) and by implementing the guidance, you can make a real difference to both your environmental footprint of laundry and improve the operational and commercial partnership between you and your laundry provider. It's a win-win from here.

“ **80% of the hotel general managers that responded to an industry survey want to improve the awareness of sustainability and how they can support the process** ”

We know how busy and challenging running a hospitality business can be, and we really appreciate the fact that you are taking the time to read this short guide.

A recent survey carried out by the TSA to its commercial laundry members, showed on average, nearly half of linen purchased each year by the laundries that service your venue is lost, damaged or stolen. This is costing the environment millions of tonnes of carbon and millions of litres of water, not to mention the financial impact on businesses.



SOME OF THE FACTS

- Linen rental products are well-designed, specified and are made to last - only 10% of them are rejected because they are worn out
- 50% of products last less than three months instead of the two years they would last if well-looked after
- Hotels and laundries lose and damage linen products
- Guests also damage linen products through misuse

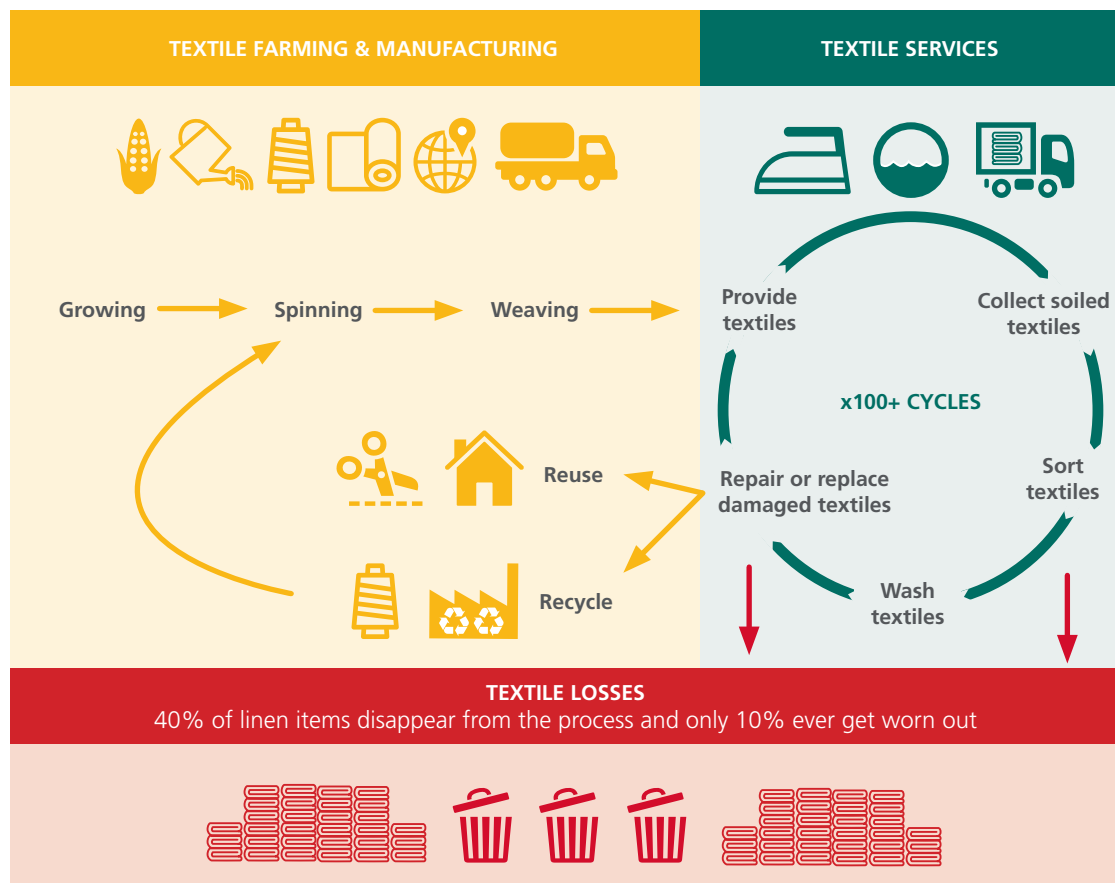
2 HOSPITALITY TEXTILES

VIP (Very Important Products)

Hospitality textiles are essential items and should be considered as expensive resources to all stakeholders in the industry. Often products are trivialised as being unimportant and low value. This guide is to change the way we think about linen and the impact it has on the environment. For example, every time a linen or towel product is lost or damaged, the laundry replaces it with a new one. This causes an unnecessary demand on our planet's limited resources and also results in unnecessary expenditure impacting the laundry cost model and then in turn affects services costs back to the hotel.



The (ideal!) Textile Services Process



3 THE ENVIRONMENTAL FOOTPRINT OF WITHDRAWN OR LOST TEXTILES

When you think about the carbon footprint of a textile, it's not just about laundering. Most of the impact happens even before these textile products get to a laundry for the first time. Typically, between 50% - 70% of the carbon emissions are created before the first use.

Below is a range of textiles products and its corresponding carbon and water footprint prior to the first wash, we think you will be surprised!

PRODUCT	KG OF CARBON TO MANUFACTURE	LITRES OF WATER TO MANUFACTURE	NUMBER OF BATHS THIS WOULD FILL
KING DUVET COVER	 15	 29,200	 365
KING BED SHEET	 11	 21,000	 262
PILLOWCASE	 1	 2,200	 28
BATH SHEET	 8	 15,000	 187
BATH MAT	 3	 6,000	 75
HAND TOWEL	 2	 4,200	 52
BATH ROBE	 15	 28,000	 350

4 HELPING LINEN LAST LONGER

We are keen to facilitate a change, with your support, in how our customers, our suppliers and everyone in the value chain view and treat textile products as they are precious resources taken from the environment. We all know the benefit of well-laundered freshly ironed linen products to a guests stay and we want to keep it that way. By using textiles products for the purposes they are meant for, we will increase the life of these products dramatically, remember only 10% ever get worn out.

Of course we can never make all linen go the distance but we do think by making everyone aware of the consequences and offering some simple advice we can start to make a difference.

Linen gets replaced for four reasons;

Lost/Stolen

Reducing stock loss is a massive part of the challenge. We would never leave a wine cellar open but a linen room probably has more value in it. So:

- Keep the linen room door locked
- Know the levels of stock
- Regularly rotate linen room stock
- Do not store linen in public spaces (clean or soiled)
- Ask guests to leave all linen in rooms
- Manage issuing of towels in spas & gyms

Physical Damage

Any damage to linen will normally cause the item being withdrawn from stock. Damage can happen in the laundry and/or during transport. But, hotels can also help by:

- Do not use linen to wedge a door open
- Loading dirty linen into cages carefully ensuring the items are not dangling near the care casters
- Carefully stripping pillows and duvets so as not to rip the seams
- Not using pillowcases or duvets as linen bags

Irremovable Staining

Laundry processes are designed to effectively remove all staining and soiling that you would expect to find in normal guest use leaving the product hygienically clean and stain-free. However, laundry processes cannot remove all stains and some will require specialised treatments which involve more severe wash processes that use additional water and chemicals that can shorten the life of the linen:

Stain Type	Causes or Origin	Removal Method
Body Oils	Body oils from skin	Wash in warm water
Blood	Blood from injuries	Wash in cold water
Food	Food particles from eating	Wash in warm water
Grease	Grease from food	Wash in warm water
Iron	Iron from ironing	Wash in warm water
Makeup	Makeup from face	Wash in warm water
Paint	Paint from walls	Wash in warm water
Stains & Discoloration	Stains from various sources	Wash in warm water
Stains	Stains from various sources	Wash in warm water
Stains	Stains from various sources	Wash in warm water

Stain Guide Poster

Ensure that:

- Do not use linen as cleaning cloths
- The linen room is not damp
- The linen room does not have concrete floors (concrete marks can't be removed)
- Do not store dirty linen in plastic bags unless totally dry (will cause mildew)
- Understand and utilise the reject system your laundry has set up for you
- Place advice for guests in the rooms

Worn Out

We want natural 'wear & tear' to become the main reason why linen gets replaced. If we can increase this from the current 10% to 50%, we would save*;

- 35,000,000,000 litres of water over the 200 washlife cycle - that's enough to fill 437 million baths!
- 32,000 tonnes of carbon

The numbers are huge but if every hotel and laundry did some of the simple things above we would see a massive difference.

*based on saving 7m pieces from circulating stock of 42m pieces

5 BRINGING THE PROCESS TO LIFE

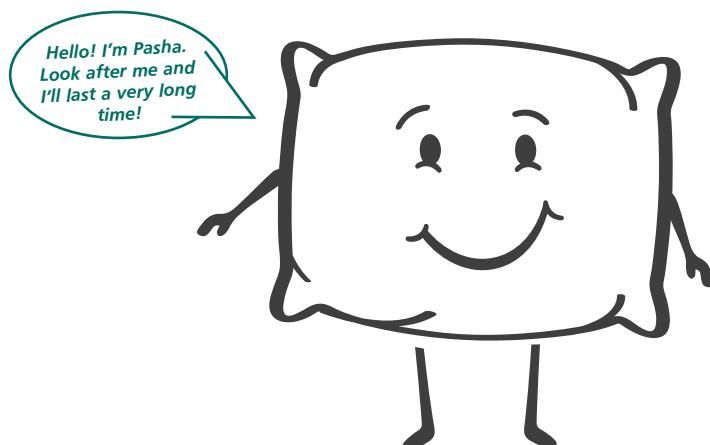
The underlying message is simple for us all - **respect linen**. By carefully looking after linen throughout its life, it is hugely beneficial for the hospitality venue, for the laundry and, ultimately, is better for the environment. However, we want you to be able to easily communicate this with your housekeeping teams - the ones who can really make a difference.

Introducing Pasha!

Pasha the Pillowcase has been developed to help to bring to life the story of hospitality linen.

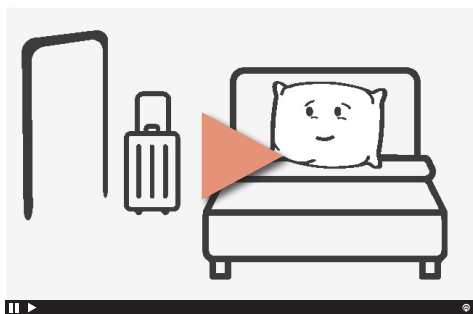
A short video has been created which shows the various stages linen, or in this case, a pillowcase, undertakes throughout its entire life cycle.

By showing the processes linen goes through from creation to end-of-life, it hopefully gives various teams a greater appreciation of what's involved and therefore hopefully help the linen reach a proud old age!



5 BRINGING THE PROCESS TO LIFE cont'd

A portfolio of support materials are available to help communicate the message to a variety of departments and teams who are part of the process. For example, we would encourage you to use these materials during your housekeeping induction training programmes. If you would prefer to present a white label version let us know.



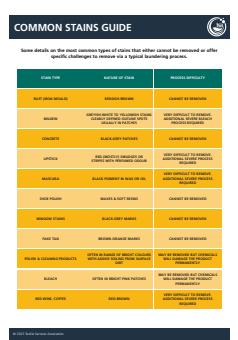
Videos



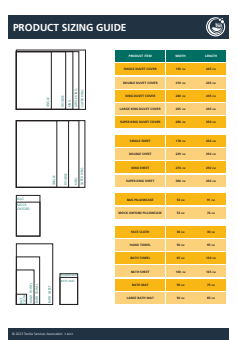
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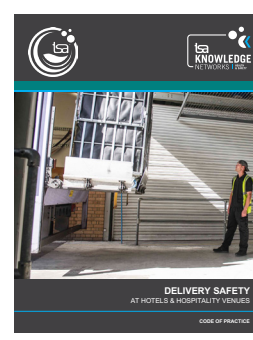
Posters



Stain Guide



Sizing Guide

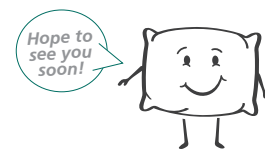


Delivery Point Safety CoP

Please scan the QR Code opposite to access the full library of support literature and various materials.

For white label versions, please contact the TSA directly.





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Get in contact.

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