

A smiling woman with dark hair, wearing a white lab coat over a grey t-shirt and safety glasses, is working on a blue garment in a textile factory. She is holding a black and red mechanical device. In the background, other workers wearing masks and safety glasses are visible, along with industrial machinery.

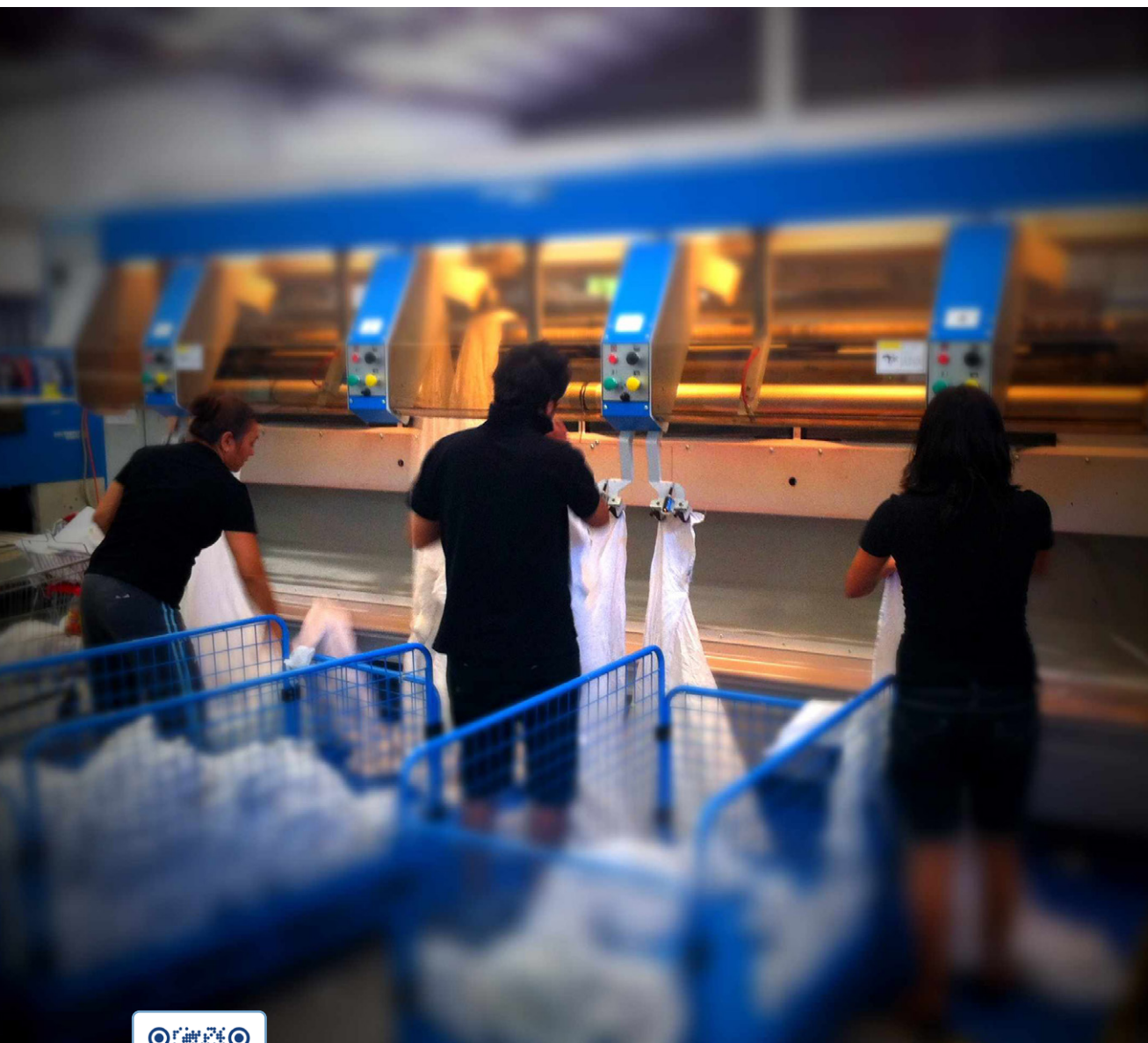
The European Textile
Services Association

A Manifesto for Europe and Beyond

2024-2029



What is ETSA, what are textile services?



The European Textile Services Association (ETSA), proudly positioned at the forefront of Europe's textile service industry, acts as a vital bridge connecting the industry with EU politicians and key stakeholders in Brussels.

As a Climate Pact Ambassador since 2021, ETSA's manifesto is not merely a document but a visionary blueprint aligned with European industry ideals. It calls for collaboration at all levels to shape a sustainable, skilled, and energy-efficient European economy, setting a global example. Central to this vision is the role of Textile Services in Europe's socio-economic landscape, proving indispensable in sectors like food processing, hospitality, and healthcare, catering to both large enterprises and SMEs.

ETSA operates as a not-for-profit organization, representing a diverse network of textile rental firms, suppliers of detergents, machinery, fabrics, garments, research institutes, and national associations in the textile services sector. With members conducting business globally, ETSA proudly extends its influence beyond the EU27, fostering close relationships with the textile service industry in the UK, USA, and Switzerland. This expansive reach underscores ETSA's commitment to shaping an internationally cohesive, sustainable textile service industry.



Watch the textile service industry's inherently circular processes by clicking on or scanning, the QR code.

The Industry in Europe, serving on all fronts



HEALTHCARE:

Throughout Europe, depending on the specific Member State, anywhere from 80% of hospitals to 100% of hospitals in a given EU country outsource their laundry needs to textile service companies.

Moreover, depending on the specific country, upwards of 90% of hotels and hospitals would be forced to **close within 1-3 days** without a fresh supply of hygienically cleaned textiles. In the case of pharmaceutical and food processing facilities, the vast majority would shut down within 24 hours.



HOSPITALS



HOTELS



**PHARMA
& FOOD
FACTORIES**

WITHOUT A LAUNDRY SERVICE, WOULD BE FORCED TO CLOSE

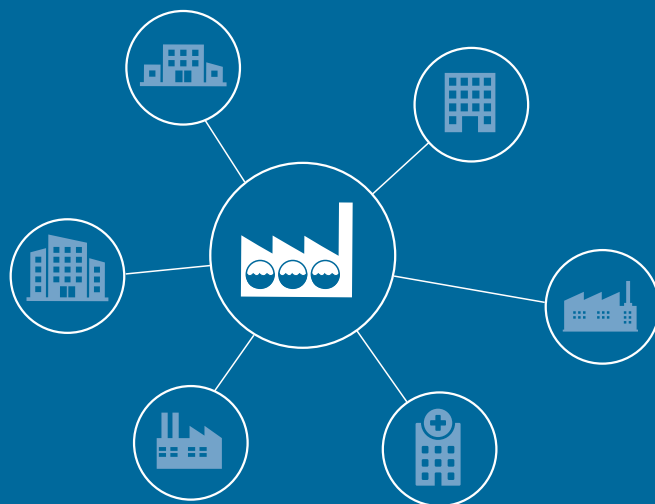
AFTER JUST
ONE DAY

WITHIN
THREE DAYS

FOLLOWING
24 HOURS

Textile services serve their local communities unwaveringly, ensuring that hospitals had clean linens, workers were equipped with sanitized protective gear, and businesses of all sorts received hygienic textiles. Expediting Europe's recovery and saving countless lives in the process.

The Industry in Europe, serving on all fronts



54%
FEMALE EMPLOYEES



81%
NO POST-SECONDARY
EDUCATION

41%
NON-NATIVE ORIGIN



LOCALISM:

Textile services are an inherently localized business, that can never be outsourced. ETSA Members supply businesses and healthcare in communities throughout Europe, including small to medium sized, thereby acting as protection against demographic decline and depopulation while also fostering economic resiliency in Europe's regions.

EQUALITY & INTEGRATION:

Throughout the Textile Service Companies that comprise ETSA's membership, of those in Europe, a plurality of their respective workers have a non-European origin (varying and even constituting a majority depending on the specific facility). Furthermore, of ETSA member companies 54% of employees are female, showcasing that the textile service industry is an inclusive place for work.

Of the workforce on the floor of industrial laundries, the majority lack a post-secondary education and often don't speak the local language, textile service companies can provide all people gainful employment. These points illustrate that the industry offers opportunity for growth and advancement including for people of limited education and those who have recently arrived.

Industry Overview



**EMPLOYS
100,000+
PEOPLE**



**€11bn
ANNUAL
TURNOVER**

**Distribution of laundry facilities in small (under 200k),
medium (201-499k) and large (over 500k) cities**



**40% in
small cities**



**22% in
medium cities**



**38% in
large cities**

The European textile services industry, vital to the economy, serves various sectors including healthcare and hospitality, influencing millions of lives. It offers a wide range of rental textiles, from workwear to hospital and restaurant linens. Economically, ETSA members generate over €11 billion annually and employ more than 100,000 people. Demonstrating growth and resilience, the industry favors textile rental over ownership or disposables, offering economic and sustainable solutions for businesses.

Textile services are essential pillars of Europe's infrastructure and the health and safety of our people.

The textile service industry currently boasts an impressive turnover over the 11 billion mark. Employment and securing jobs in localized communities remains a cornerstone of our industry.



Sustainable Energy and Resource Efficiency ...I



ETSA, as a European Commission Climate Pact Ambassador is committed to the principles of the Circular Economy and keeping resources in the supply chain as long as possible, thereby reducing waste and virgin resource consumption. The circular business model isn't just about providing textile services; it's about creating a sustainable cycle that benefits everyone. With our innovative renting approach, hospitals, businesses, hotels and more get the textiles they need, exactly when and where they need them, ensuring optimal use and recycling at the end of their life cycle.

ETSA is committed to engaging with political entities, advocating for the recognition and fulfillment of our industry's specific needs. We emphasize the importance of

transitioning towards future electrification, including wind, hydrogen, and new fuels, and urge EU policymakers to ensure realistic and achievable restructuring of the electrical grid. ETSA Members are proud to lead by example, reducing CO² emissions and setting new standards in sustainability. ETSA members are continually on a journey towards a more responsible and environmentally conscious textile service industry!

Water consumption and management are crucial, with our industry outperforming home laundering in water efficiency. Through the Environment and Laundry Technology Working Group, ETSA members have significantly reduced water and chemical usage over two decades.

The WECO study confirms these achievements, showing a decline in water, chemical and energy consumption, despite the challenges of maintaining high hygiene and safety standards.

Despite significant advancements in reducing water, oil and gas consumption since 2007, the industry continues to face challenges, particularly from the recent energy crisis and geopolitical events. These issues highlight the need for reliable energy sources and sustainable practices. **We call on EU Policy Makers to remember** that restructuring of the electrical grid falls under the purview of national governments, and thus European Union-level goals are framed in a way to be both realistic and achievable.

The subsequent energy crisis, exacerbated by a new European war in 2022, has further tested our industry's resilience. Such global events underscore the critical importance of **securing dependable energy sources and bolster sustainable practices.** However, the rapid green transition, although essential, has presented many industries, including ours, with challenges.



Find out more by scanning the QR code or following the link - https://www.textile-services.eu/etsa_climate_ambassadorship/



Scan the QR code or follow the link - <https://www.textile-services.eu/news/etsa-press-release-weco-5-finalized-results-show-an-innovative-and-sustainable-textile-service-industry-1.cfm>

Sustainable Energy and Resource Efficiency ...II

Our members are dedicated to reducing GHG emissions, with energy being the largest source. Despite recent forced investments in less sustainable energy sources due to the energy crisis, the textile service sector, reliant on energy-intensive processes like industrial laundry washing, faces unique green transition challenges.

It's crucial for the European Union to acknowledge these challenges and provide increased support to essential, localized industries like textile services as we move towards a sustainable future.

Transitional goals must be crafted with a deep understanding of industry needs. They need to be realistic, attainable, and supportive, ensuring that industries aren't left grappling with untenable demands. While the ambition for a greener future is laudable, it's crucial that the path charted is inclusive of all stakeholders, ensuring that essential services like ours continue to thrive and serve the community.

In conclusion, ETSA members are dedicated to providing hygienically sourced textiles to European communities. We call for the European Union's recognition of our industry's contributions and challenges, and seek collaboration towards a sustainable, prosperous future.



Recycling, Chemicals & Safety ...I



We call upon the EU to improve textile recycling infrastructure. Our industry is prepared to invest in skills and jobs for this sector, but a comprehensive approach is essential.

As we advocate for the European Union to fortify its textile recycling framework, it's crucial to acknowledge the readiness of our industry to invest in the required skills and job creation within this vital sector. Our commitment to a comprehensive approach is outlined in the actions taken by ETSA members.

As it relates to textile material, our focus is on prolonging textile lifecycles and enhancing durability. Our members are already proficient in recycling in their own on-site facilities, underscoring that many solutions to bolstering textile recycling already exist. Thus, we are dedicated to collaborating with manufacturers to advance innovative recycling methods. This joint effort seeks to create effective recycling solutions, promoting durability and the use of recycled materials, benefiting the environment and the textile sector in hazardous environments. Protective equipment is crucial for employee well-being across occupations. ETSA Members aim to set new safety benchmarks, exceeding standard protocols with advanced training and protection measures, minimizing accidents and fostering a safety-first culture. This commitment ensures our workforce is secure and proficient in their roles.

Recycling, Chemicals & Safety ...II



Textile service companies are key in producing, maintaining, and treating Personal Protective Equipment (PPE), crucial for the safety of professionals in hazardous fields.

Essential for sectors like healthcare, construction, firefighting and chemical handling, PPE is vital for worker safety and industry compliance. In healthcare, this includes sterile gowns and masks to prevent infection. Construction workers use durable, high-visibility clothing for protection and visibility. Firefighters depend on flame-retardant suits, and chemical industry workers need garments resistant to corrosive substances. These services are crucial not just for compliance but also for protecting workers' health, reducing injuries, and enhancing overall productivity. Textile service companies maintain

PPE's effectiveness through professional washing and treatment, ensuring long-term safety for workers in hazardous conditions. Their comprehensive management of PPE highlights their vital role in supporting key industries and maintaining occupational safety standards.

Textile services, **emphasizing safety and environmental sustainability are advocating for responsible use of PFAS substances, in the context of the circular economy.** ETSA members support the Commission's initiative to restrict PFAS in consumer textiles, highlighting the presence of alternative technologies for water repellency and emphasizing the need for stringent enforcement of these restrictions for products entering the EU. However, ETSA has also raised concerns about the need for legal clarity, particularly for textiles that are not intended for general consumer use but require the unique properties

of PFAS, such as resistance to various elements and pathogens. This includes safety-specific products like PFHxA-treated protective gear for hazardous professions. Furthermore, ETSA underlines the critical importance of PFAS, including PFHxA, in PPE and medical devices.

We argue for the allowance of these substances through derogations when no viable alternatives are available, stressing that overly strict restrictions could compromise the health and safety of European workers and citizens, as well as the quality of medical care in Europe. This stance reflects the need for a balanced approach in the regulation of PFAS, considering both environmental concerns and their essential role in health and safety applications.

New Skills in a Timeless Industry ...I



Even in a timeless industry like ours, the need for innovation and the integration of new skills is imperative. With the advent of technology, sustainability concerns, and evolving customer demands, the textile service industry is undergoing a transformation that is as much about embracing cutting-edge technologies and sustainable practices as it is about fostering an inclusive and diverse workforce.

**ONLY 1/3 OF THE WORKFORCE
ACTUALLY HANDLE LAUNDRY**

RANGE OF ROLES
AVAILABLE



SALES | HR | FINANCE | IT | DRIVERS | LOGISTICS | ENGINEERS
ADMIN | CUSTOMER SERVICES | PRODUCTION OPERATIVES

The textile care industry not only creates jobs but does so for people of all educational levels, abilities and backgrounds. By offering employment opportunities to all groups, including marginalized ones we do more than fill jobs - **we assist in the crucial process of integration, particularly for those who may not yet speak the language of their new European home.** Many laundries take an active role in this societal integration by providing language courses, facilitating not just communication skills, but also community building and a sense of belonging.

New Skills in a Timeless Industry ...II



Gender Inclusion and Diversity are at the forefront of our modern approach. We believe that our industry's strength lies in its diversity. By championing inclusivity, we ensure a plethora of perspectives, fostering creativity and holistic growth. Diversity, in all its forms - whether gender, ethnicity, age or background - is a treasure trove of untapped potential that we are committed to harnessing. In this spirit, we also call upon the **EU to facilitate easier access to work for people with a migration background who are eager to contribute to their new communities**. Simplifying the process for these individuals to enter the workforce would not only aid in their personal development but also enrich the fabric of the industry and society at large.

In line with our dedication to skill development, ETSA has been a proud participant in the EU-funded project "Educate!". This initiative is aimed at upskilling workers in the textile service sector, ensuring they are equipped to meet contemporary challenges and future demands. Through "Educate!," we are not only enhancing the skill set of our existing workforce but also attracting diverse talents.

Our efforts surpass skill development, incorporating cutting-edge technology to keep our industry at the forefront of innovation. Utilizing AI machinery and eco-friendly methods, we lead changes in the industry. On digitalization, we see it as a powerful means to boost efficiency, adaptability, and sustainability, preparing our services for the future.

Our industry may be age-old, but our approach is holistic, inclusive, modern, innovative and forward-looking.



ETSA and its Mission



In conclusion, our manifesto highlights the pivotal role of the European textile service industry in European society, ranging from its economy, to employment, and sustainability goals.

These services, the unsung heroes in the daily lives of all Europeans, provide comfort, hygiene, and dignity in care homes, hospitals, and businesses throughout our Union.

Addressing the incoming European policymakers following the 2024 elections, we are dedicated to ensuring our united voice resonates, enlightening decision-makers and citizens about the indispensable nature of textile services in various facets of European life.

ETSA and its members are wholly committed to a greener future, offering the full spectrum of eco-friendly and socially responsible services. Our actions align with our sustainability ambitions, making significant strides in the Green Deal through sustainable practices like prolonging garment life and advocating for responsible supply chains.



ETSA Members

Representing textile rental companies:



In partnership with suppliers of detergents, fabrics and machinery:



Coordinating national textile service associations:



Working with research institutes:

