



## We are in this together.

**Hotels need laundry. Laundries need hotels. Never has this been more appropriate than what faces us in the hospitality industry right now. We're different sides of the same coin. The future's uncertain and, unfortunately, not everyone may make it. However what's clear is that if we can assist and support each other then we all will have a much better chance of coming out the other side.**

Going forward, it's critical that laundries, and hotels, will need to be able to meet new operational expectations and processing validations for the safety of staff and customers. Working in partnership with UK Hospitality, we are busy ensuring the commercial laundry sector is ready for when you re-open. Over recent months we have set up specific work groups, lobbied with Government and engaged with almost every laundry in the country to offer advice and guidance through the pandemic. 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 with them an array of useful information and relevant documentation.

We wish you well and want to help you come out of this crisis in as strong a position as possible, so that we can face the future together.

**David Stevens**, CEO, Textile Services Association



# Your laundry, safe in our hands

Working together to deliver hygienically clean linen

# Mutual support

help where it's needed most

What's **your laundry** been doing during lockdown?

**They've been busy.** Maybe not processing laundry like they used to, but meticulously planning and preparing to ensure they're ready to serve you when you re-open.

We don't need to tell you how difficult it's been. Due to the effects of the pandemic, some laundries have been forced to close. However, thankfully most remain afloat, albeit running reduced workloads. Laundries have had to adapt. Unprecedented safety requirements, customer expectations and stringent wash processing criteria are at the forefront of their operational reopening plans.

## What's the TSA doing?

Equally as busy! We aim to ensure laundries are part of the solution to the reopening of hotels. We've produced comprehensive guidelines to help with the specialised process of reopening a hospitality laundry. Talk to your laundry about what they've done, you'll be reassured.

Hygienically clean textiles are paramount in what we do. We have created marketing tools to reassure your guests, including short videos (click [here](#)), and various literature which can be placed in areas across your hotel from the bedroom, restaurant, spa or gym. Contact your laundry to find out more, or to request an order.



# Mutual support

help where it's needed most

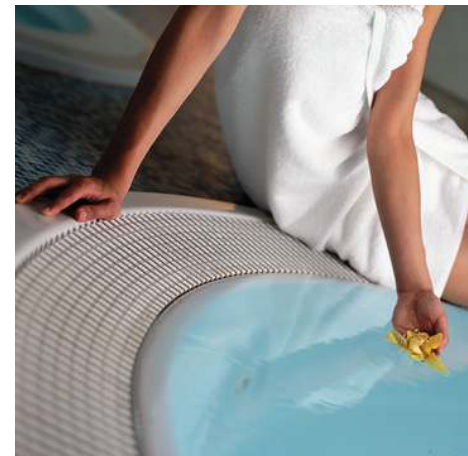
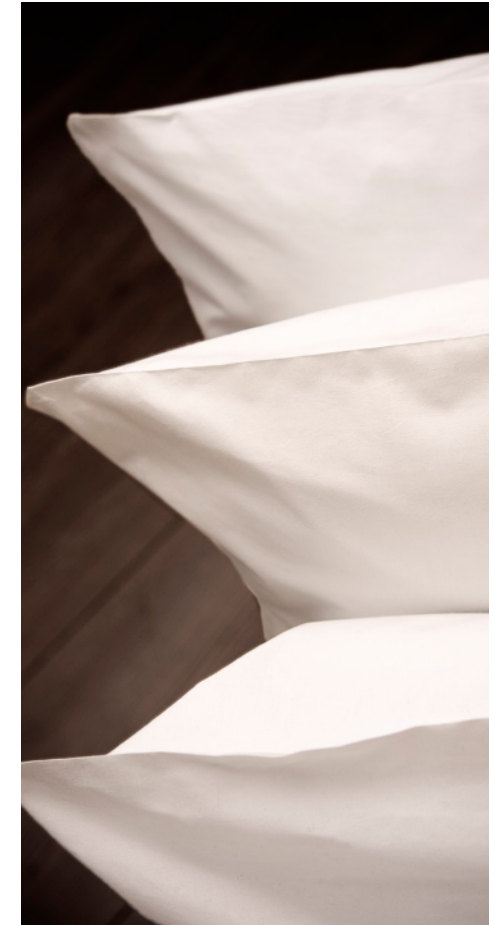
## How can you help your laundry?

We're advising laundries to get in contact with you to discuss your reopening plans. The more information you can share the better. Obviously there may be differences, but key topics will be;

- **Schedules & Timelines**
- **Demand & Capacity**
- **Collections & Deliveries**
- **Designated handlers**

We've also looked at some notable areas where we can help each other as much as possible.

- **Less deliveries** - you're likely to have reduced occupancy levels, so discuss the option of less deliveries with your laundry
- **Collections** - can all linen be assembled in one place ready for collection
- **Linen care** - a no brainer perhaps, but looking after linen means less abuse and damage therefore helping everyone avoid unnecessary expenditure
- **Bed changes** - some hotels are not going to change the linen as often, we think this may damage the guest experience and it certainly won't help your laundry provider
- **Disposable table linen** - this was stated in some European guidance but has now been revised, so you can continue to use your normal table linen without the worry of waste and improving your guests experience
- **Payment terms** - we understand this may be difficult for everyone, but laundries may well have to review these in the short term



# Safety matters

reassurance and confidence

## Is your linen **safe**?

**Yes.** All TSA members have committed to deliver linen to the highest industry standards. There are various ways the laundry industry can achieve this using their preferred choices of both chemicals and temperatures, but all laundries will be happy to talk to you about their chosen approach.

All TSA members have committed to launder all hospitality textiles through specialised processes which ensures they deliver you hygienically clean linen and chefswear that you can rely on.

Providing a safe, clean environment to protect the health of your guests is more important than ever. Your laundry can offer a range of textile care services to help you. Some can be simple, quick-fixes, for example, to help increase protection for bedding you may wish to consider double-bagging pillowcases or using washable pillow protectors. Speak to your laundry about how they can help.

### Its not just the washing we've worked on...

- Vehicles will be deep cleaned inside and out
- Cages will be disinfected
- Clean linen will be protected after washing
- All plants are compliant with Working Safely Guidelines - Covid Secure
- All risk assessments reviewed in line with Covid-19
- Revised guidance for handling linen at hotels and venues (more on this overleaf!)



## *The TSA Members Pledge*

Committed to providing confidence in your laundry by delivering hygienically clean textiles each and every time.



# Safety matters

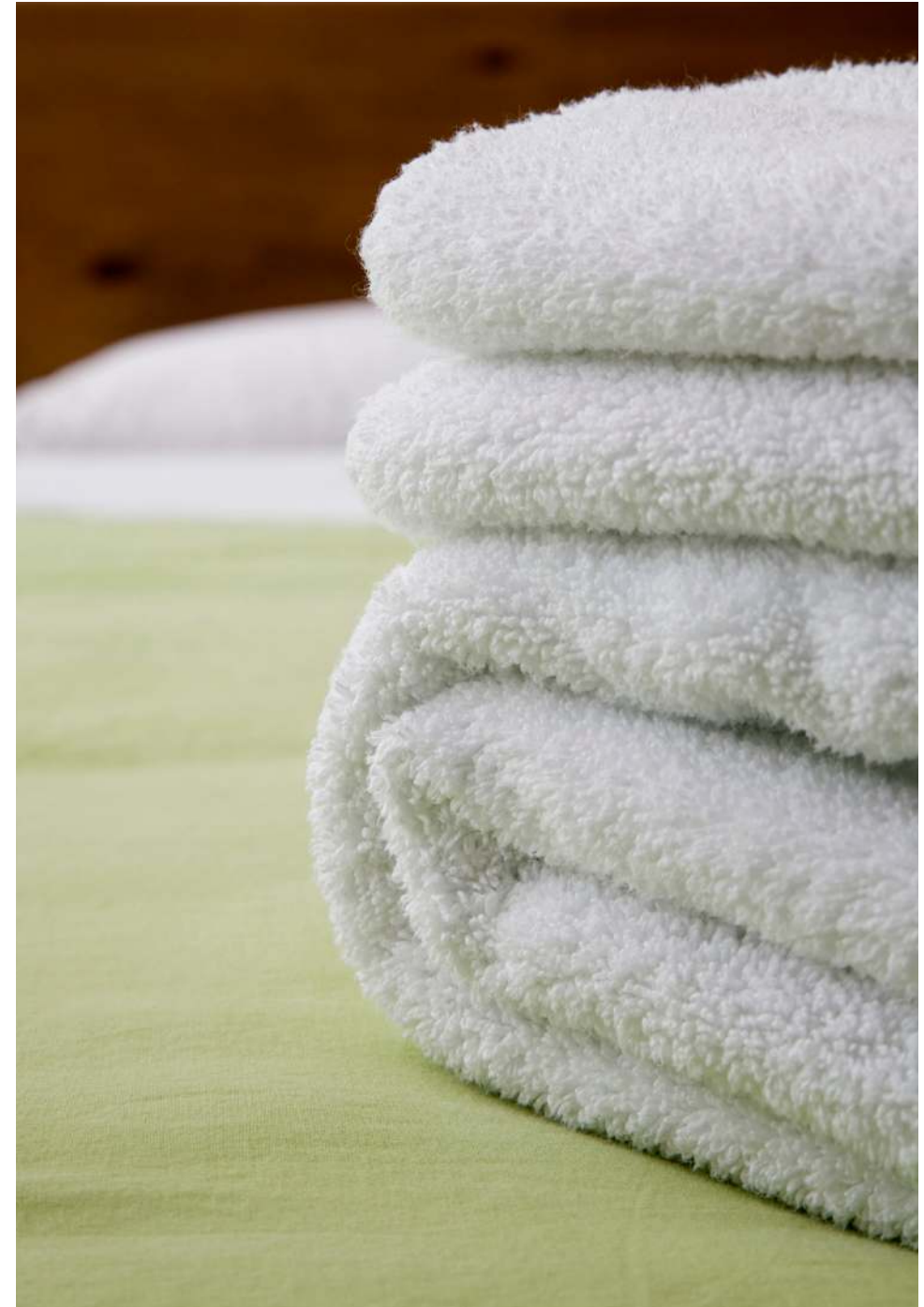
reassurance and confidence

## Handling 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 personally find something different works better for you, 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
- Segregate clean and soiled linen on housekeeping trolleys and throughout changing bedrooms
- Collect soiled table linen directly into clear plastic 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.



Working together to deliver  
**hygienically clean textiles**

**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 or support you need.

If you wish, you can contact the Textile Services Association on

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