

CINET

Professional Textile Care

BUILDING A GLOBAL NETWORK

CINET PROFILE 2017

ORGANISATION, PROJECTS & ACTION PLAN
2017 - 2018



Stimulating PTC innovation



WORLD OF PTC
INTERNATIONAL BUSINESS SCHOOL

Creating master in PTC

CERTEX[®]

CERCLEAN[®]

Guaranteed PTC Service



World's best showcases!

www.cinet-online.com

CINET Comité International de L'Entretien du Textile
Internationales Komitee fure Textilpflege
International Committee of Textile Care

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CINET mission statement

To be a well structured, strong and reputed international umbrella organisation for the global professional textile care industry to both consumer and business-to-business applications.

CINET®

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Website

There is a key-role for the website in the CINET PR plan.

The website is a news provider, library and helpdesk for questions from members and external contacts. The website has a general part that is accessible for everyone and a members area that is only accessible for CINET members. The CINET website provides an extensive knowledge database. Members need only once to enter their email address and login to have a permanent access to the CINET database.



www.cinet-online.com

1. CINET Activities & projects 2017 - 2018

Highlighted on this page are CINET's projects, on the CINET website (www.cinet-online.com) you will find more information on these key initiatives, the website will be continuously updated when new developments occur.



'Creating Masters in PTC'

The World of PTC Business School is a CINET initiative in the global PTC industry for extensive, up-to-date info including e-learning, training and workshops. This platform provides easy accessible information worldwide that strengthens and accelerates the development of the PTC (Professional Textile Care) industry.

CINET has updated existing e-learning programs (a.o. E-DryClean, E-WetClean and E-Industrial Laundry) and offers a range of online training materials, webinars, etc. The materials are available in different languages, translations are executed in cooperation with national associations.

Scheduled workshops and training programs in the coming period: India & Indonesia.



'Setting the Global Standard'

CINET offers an International Certification Program for Professional Textile Care companies. Both for Textile Service (industrial laundries) and Textile Cleaning (dry cleaners) companies. A Step-by-step (e-learning) program leads to accredited (CERTEX®) or non-accredited (CERCLEAN®) certification. The schemes consist of 3 levels that have to be completed to achieve certification.

Certifications are performed by professional industry specialists and certification status will be updated every 3 years.

These programs support individual companies in their efforts to implement quality standards and monitoring systems, vital to maintaining/improving performances. Standards are set based on modern, internationally acknowledged processes and management principles such as ISO and EN.

Showcasing exemplary businesses in PTC"



In 2016 the first ever Best Practices Awards were organised, in 2018 CINET intends to profile Global PTC Business Models of Best Practices even more extensively. Leading up to the International Awards in 2018, preliminary National Award Programs will be organised; amongst others in: France, United Kingdom, CEE-region, USA, Russia, Indonesia and The Netherlands.

For both the 2018 Global Best Practices Awards and the National Awards, companies can participate in 2 categories; Retail Textile Cleaning (B2C) and Industrial Textile Services (B2B). Per category 3 prizes are presented: the Best Overall Award (highest overall score); the Innovation Award (highest score in innovation) and the Sustainability Award (highest score in sustainability). Award ceremonies (global and national), as well as preliminary selections and the registration period will be accompanied by PR and promotional activities for the PTC industry.

'Sharing Knowledge'



Research & Technology

CINET has set-up a Research & Technology program aimed at accumulating and sharing knowledge. Through this program CINET initiated and/or participated in a number of projects over the last years, including benchmark studies on the sustainability of professional textile care, Solvetex V, Wash & Load and SWITCH-Asia.

All of the accumulated information, contributes to the e-learning programs (such as E-finishing and E-WetClean), which are created under the banner of the World of PTC Business School. Knowledge is also added to the World of PTC Library.

CINET will continue to participate in innovation projects and research initiatives in the coming years in the interest of the industry. Participation is foreseen in European and international projects; some interesting results on newly finished projects:

Professional Textile Care is 3 to 5 times more sustainable compared to domestic laundering

Recent developments in equipment, processes, energy efficiency, recycling and best practices increase the sustainability of the textile care industry. The latest study about the impact on the environment by Professional Textile Care shows the results of two projects. The environmental impact of Textile Services (industrial laundry) as well as that of Textile Care (B2C) are compared to domestic laundering stating that Professional Textile Care is 3-5 times more sustainable than its domestic counterpart.

Roadmap 2030

FTN (the Dutch Textile Service Association) commissioned a project in 2011 to describe the market conditions in 2030. The main objective of this project was to identify an innovation program and research projects to modernise the textile care industry and prepare for market demand in the future. The roadmap has recently been updated.

Stimulating the industry

More emphasis needs to be put on market development and new business models to stimulate innovation in PTC. The aim of this project is to develop training and educational material that can be applied by PTC members (business owners & managers) worldwide. European markets are the starting point, however further research is conducted on other markets to stimulate business development on a global basis.

The World of PTC Library:

'New Business Models & Showcases'

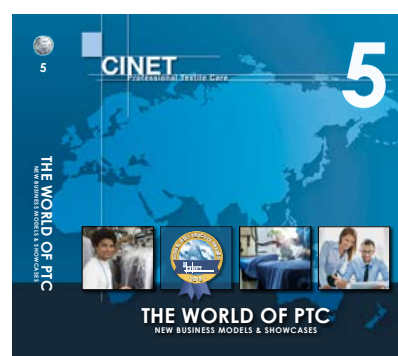
All of the information accumulated from CINET projects as described in this document, is collected and made available through the CINET World of PTC Library. In 2016 there were a couple of new additions to existing series of documentation.

Book Series: The World of PTC

Newly published in June of 2016 Volume 5; 'New Business Models & Showcases' was presented at Texcare international. In January of 2013 CINET launched the project "World of PTC" which was the start of a collection of books concerning Professional Textile Care (PTC) around the world.

New Series: Country Brochures

December 2016 the first country brochures were made available.



2. Activity Plan 2017 - 2018

Our intend!

- Further develop the WoPTC Business School and expand student base via projects and individual enrolments.
- Complete the pilot program for International Certification and start certifying individual companies.
- Profile the PTC industry by organising preliminary National Best Practices events leading up to 150 official nominations for the Global Best Practices Awards of 2018.
- To keep initiating and participating in Research & Technology projects aiming to provide stakeholders with objective and valuable information on the PTC industry.
- Keep expanding the CINET network by acquiring new members and strengthening relations with stakeholders.
- Expand the reach of CINET E-News and Press Mailings.

Our direction

- Apply the most advanced database
- Develop Partnerships in all relevant areas of the P.T.C. industry
- Create lasting structures on a country basis
- Mass customisation; be guided by the needs of individual members and stakeholders
- Take away barriers (languages, lack of info, etc.)

CINET events, meetings & conferences:

- Add entertainment value to events & conferences by organising Graduation Ceremonies and Workshop Programs.
- Boost information stream; more news items and relevant actualities on the website & social media surrounding events.
- Provide expert visions combined with clear, specific and practical cases/issues to be directly applicable in practical situations by organising CINET International Conferences and Workshop Programs.
- Eliminate communication barriers by offering multi-lingual; simultaneous translation with new technologies.
- Attention to profiling a recognisable CINET brand during all events.
- Create and provide networking opportunities, follow-up with relations after events as part of the International Laundry Pavilions and/or CINET Meetings.

Events 2017 - 2018

January

19-21 January 2017 Food Hospitality World (India)

- Opening of PTC Business school India
- Workshop Program for both Textile Cleaning and Industrial Laundry
- Conference program
- Laundry Pavilion
- Presentation of the National Best Practices Awards Program 2017/18



March

23-25 March 2017 EXPO Clean & EXPO Laundry (Indonesia)

- Opening of PTC Business school Indonesia
- Workshop Program for both Textile Cleaning and Industrial Laundry
- Conference program
- Laundry Pavilion
- Presentation of the National Best Practices Awards Program 2017/18



16-18 March 2017 NRV annual meeting (Norway)

- Expert Presentation: Business Trends & Business Modelling

17-18 March 2017 Laundry Experience Event, VEMATEX (The Netherlands)

- Expert Presentations





June

5-8 June 2017 Clean Show (Las Vegas - USA)

- Laundry on Demand MeetUp
- Working Group Meetings TC / TS
- Presentation of the National Best Practices Awards Program 2017/18

September

25-26 September 2017 Laundry Expo (China)

- Opening of PTC Business school Indonesia
- Workshop Program for both Textile Cleaning and Industrial Laundry
- Conference program
- Laundry Pavilion
- Presentation of the National Best Practices Awards Program 2017/18



27-29 September 2017 Texcare Asia (China)

- Opening of PTC Business school China
- Workshop Program for both Textile Cleaning and Industrial Laundry
- Texcare Asia Forum
- Presentation of the National Best Practices Awards Program 2017/18

October

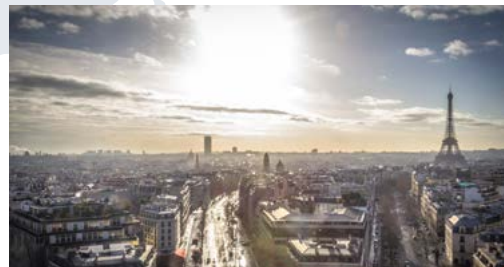
12-14 October CEETEX 2017 (Poland)

- Conference incl. round table discussion & educational sessions
- CEE-TEX Association Meeting
- Company visit(s)
- Social program
- Info market
- Presentation of the National Best Practices Awards Program 2017/18



14-16 October Jet-Expo 2017 (France)

- Conference Program
- CINET Meetings: Global info Square meeting; Working Groups; General Assembly
- Company visit(s)
- Social program



November

November 2017 Gulf Laundrex (Dubai)

- Laundry Pavilion
- Presentation of the National Best Practices Awards Program 2018

CLEAN LIFE VISION (Japan)

- Laundry Pavilion
- Conference program



January

January 2018 CLEAN LIFE VISION (Jakarta Indonesia)

- Laundry Pavilion
- Conference program

October

19-22 October EXPOdetergo 2018 (Italy)

- Global Best Practices Awards Program 2018
- Conference Program
- CINET Meetings: Global info Square meeting; Working Groups; General Assembly
- Company visit(s)
- Social program



3. International Meetings & Networking 2016

Texcare International 2016

June 10th – 15th

From the Global Best Practices Awards to the Company Visits and the CINET contribution to the Texcare International Forum. CINET is looking back at an interesting and most successful Texcare International Program.

CINET organised a full and interesting program during Texcare International. Some of the highlights were the CINET Global Best Practices Awards Ceremony, organized together with WRP, the launch of Volume 5 of the book series World of PTC and the International Forum Program. Please find a short video impression on the CINET website.

Global Info Square Meeting and Award Ceremony

On Sunday June 12th the Global Info Square meeting took place. The 30 most extraordinary nominations from some 20 countries, presented their companies in a short pitch presentation. All international nominees presented a compelling case, making it very difficult for the 20 experts from 17 countries jury to make their decisions.

Later that day, after the jury deliberated, the Awards were presented during the WRP/CINET Awards Ceremony. Over 200 guests attended the ceremony which was followed by a celebratory dinner, attended by international guests, jury members and nominees.

Texcare International Forum

The CINET contribution to the Texcare International Forum on Sunday June 12th presented an innovative view on the future of textiles and functions. The meeting was moderated and chaired by mr. Peter Wennekes. Opportunities for the textile care industry were highlighted by the key-note speakers, all of whom gave engaging lectures.

Meetings

CINET Press Meetings, Jury meetings, Working Groups and some dedicated Company Visits attracted good numbers of participants from all over the world making Texcare International a great success.



Best Overall Award Textile Cleaning (TC) – Fornet (China)



Best Overall Award Textile Service (TS) – Logo Tex (Hungary)

'A successful first ever edition of the Global Best Practices Awards in PTC'

June 11th – 12th, 2016

The CINET Global Best Practices Awards 2016 provide a perfect reference case, showcasing the latest standards of excellence in advanced and modern, professional textile care. CINET is proud to present the winners and the 100 nominations who received an 'Award of Excellence'.

We congratulate all winners and top 100 nominees.

- Best Overall Award TC: Beijing Fornet Laundry Services from China.
- Best Overall Award TS: Logo Tex from Hungary.
- Innovation Award TC: Laundrapp from the UK.
- Innovation Award TS: Synergy Health from the Netherlands.
- Sustainability Award TC: Fashion Cleaners from the USA.
- Sustainability Award TS: CHMS from Germany.



**Innovation Award TC –
Laundrapp (UK)**



**Sustainability Award TC –
Fashion Cleaners (USA)**

Special Awards

The Special Awards are presented to companies which have an unique, extraordinary business concept or a distinguishing model on social responsibility.

The Special Awards for Extraordinary Business Cases were received by:

- QINGDAO JIESHEN XIDI CO.,LTD (CHN)
- BleskInCare/ Novost laundry (RUS)
- Crouse's Cleaners (CAN)
- Korea Laundry Co. Ltd. (WashEnjoy) (KOR)
- Prestige Cleaners (USA)

The Special Awards for Corporate Social Responsibility were presented to:

- Orange Sky Laundry (AUS)
- Esat l'Eventail "Pressing de la Sarre" (FRA)
- CHETNA (Dibella, Lamme, Blycolin) (IND)



**Innovation Award TS –
Synergy Health
(The Netherlands)**



**Sustainability Award TS –
CHMS (Germany)**

Ranking Overall Global Best Practices Awards 2016 (out of 100 nominees)

Textile Cleaning (TC)

1. Beijing Fornet Laundry Service (CHN)
2. Topcleaning (NLD)
3. Laundrapp (GBR)
4. Fashion Cleaners (USA)
5. Goldstück Textilpflege (DEU)
6. ToTomorrow (JPN)
7. Bubble & Stitch (NLD)
8. Diana (RUS)
9. Drop & Wash (MYS)
10. Pop s (SRB)
11. Ayaks (RUS)
12. Pierotti Laundry network group (ITA)
13. 5àSec India (IND)
14. MBS SAS Lavanderia (ITA)
15. Tintorerias max (MEX)
16. Deluxe Dyers & Dry Cleaners (IND)
17. Belaroussi Pressing (DZA)

Textile services (TS)

1. Logo Tex (HUN)
2. Lavans (NLD)
3. Synergy Health (NLD)
4. Master Cleaning (RUS)
5. Shanghai Matilian Laundry Service (Fornet) (CHN)
6. CHMS (DEU)
7. Prawol (POL)
8. Kromatic Brasov (ROU)
9. Klarind (BRA)
10. Jiangsu Aixin Enterprise Service | Lovetex (CHN)
11. GCS BIH 77 (FRA)
12. Lavadero Banfield (ARG)
13. Newasco (NLD)

EXPO Clean & EXPO Laundry Jakarta 7-9 April 2016

April 7th – 9th, 2016

The laundry and cleaning industry of Indonesia gathered during the 3rd EXPO Clean & EXPO Laundry exhibition in Jakarta on 7-9 April 2016. During the exhibition it was clear that the market in Indonesia has a high potential for the laundry industry.

The exhibitors mainly focused on the on premises laundries and coin laundry operations, by showing wash extractors, dryers and finishers.



The exhibition had a full program of conferences on topics like professional efficient laundry operations, hygiene standards & management and energy efficiency, supplied by local expert, suppliers and international speakers, like CINET. The laundry exhibition and educational program was organised in cooperation with local associations like APLI, ASLI, HIPLI and supported by CINET.

China Laundry Expo 2016: a Magnificent Awards program and an ever growing trading platform

July 12th – 14th, 2016

From 12 to 14 July the 17th edition of the China Laundry Expo was held in the Shanghai New International Expo Center. On the day before the show the China Laundry Association (CLA) organized a great show with a Chinese awards program, it was intense!

Chinese Awards

This awards program by CLA was organized on the 11th of July in the Grand Hyatt Hotel (downtown Shanghai) where basically the whole China laundry industry gathered.

The program had a great professional and elegant organization with exceptional audio & visual effects creating a most entertaining ambiance. The winners of the awards were pre-selected and the photo contains a group picture of winners. After the official ceremony the setting changed to a more informal gathering including an extraordinary Chinese dinner. During the dinner, a number of speeches were made by key partners in the Chinese industry (like the director of CLA, Alliance) CINET was invited to present a speech. Mr. Leon Wennekes, secretary general of CINET, underlined the excellent cooperation and congratulated CLA with the progress made the last decade. Altogether a great event for the Chinese PTC industry showcasing how the organized laundry community is developing.

The growing trade show

Like the market in general in China, the China Laundry Expo has been developing of the last 16 years as well which was emphasized with a visit from Mr. Jiang Ming, the President of China General Chamber of Commerce. Meanwhile the show covers about 20.000 m2 and some 400 brands are exhibiting. A lot of these are foreign brands but the international attention is also developing with exhibitors coming meanwhile from 16 European and Asian countries. There are several dominant brands in the Chinese market which exhibited with larger booths, and in a number of cases these companies have partnered up with well-known brands from Europe and America as well. Furthermore some well-known brands like Alliance, Kannegiesser, Bowe, Electrolux and Sankosha were present with their own booth. Other interesting observations at this show are the large number of smaller companies that exhibit and the leather care pavilion, which is the result of merging the 4th China Leather Care Technology and Product Exhibition with the China Laundry Expo. The leather care that covered a large part of the second hall.



O2O services (Laundry on-demand)

In China the O2O services are booming. They have attracted a lot of attention within Chinese society and so also amongst investors. It is safe to say that China has developed these services rapidly and seem to be ahead of the USA and Europe. Basically there is a solution on your smartphone (to order and pay) for any service or product you might need. This also provides opportunities for the laundry industry. There are a couple of players that have been developing concepts in the market and this model remains an interesting direction for further development of the industry. This was reflected on the trade show where suppliers of this type of technology like Laundrapp (UK company), Youxi and Quanjia exhibited.

60th Anniversary VEIT

July 13th, 2016



Landsberg (G) "Gruess Gott!", warm welcome was expressed by Reinhardt, Günter and Christopher Veit, welcoming a wide audience of business relations and international partners at the Landsberg facility in the South of Germany.

The program included a company tour, a historic overview, describing the achievements of Veit over the past 60 years. Starting as a one man's company Veit today employs over 400 people with a turnover of 45 million in 14 sites in 12 countries, apart from Germany, including USA, China, Indonesia, Singapore and Vietnam. Veit, being known for its high quality standards and customer service in finishing equipment for a vast number of specialised applications in garment manufacturing, automotive applications and professional textile care.

On the firm basis of personal long lasting relationships an impressive track record was realised. The celebrations in an excellent Bavaria cultural setting were highly appreciated by all attendants.

DIA Conference Melbourne

August 20th - 21st, 2016

The DIA conference took place on August 20th and 21st 2016 in Melbourne, Australia. The conference; "FROM THE CLEAN LINE TO THE BOTTOM LINE" was a success. With many interesting, informative lectures, as well as ample opportunity for discussion.

Congratulations to Brian Tonkin, CEO of the DIA, on a magnificent event, congratulations extend to Marilyn Tonkin and assistant Catherine as well, for a wonderful organisation. The conference was a good place for discussions with a good number of people of all age groups.

Peter Wennekes attended the conference on behalf of CINET, where he presented volume 5 of 'The World of PTC' titled: 'New Business Models & Showcases', to representatives of DIA, the first to receive the book was the president of DIA, George Masselos (see photo).



In line with the conference, which showed that the professional textile cleaning sector in Australia is alive and kicking, in spite of general market trends, Peter Wennekes gave a presentation titled: 'PTC in a dynamic changing market'.

Over 130 drycleaners and allied traders attended the conference and the Saturday night dinner. The trader exhibition was extensive and traders from several states exhibited.

Grand opening joint venture Stahl in India & the Wasmaatic training academy

August 28th, 2016

STAHL, welcomed guests to the official grand opening of its Joint Venture Company "STAHL Laundry Machine India Private Limited" & presented a dedicated training academy under the name "Wasmaatic Academy for Professional Fabric Care", in India.



The opening ceremony was a daylong event where more than 35 laundries and over 100 visitors across the country visited and were presented with know-how on most modern machines, customer support systems and were introduced to organized training and development program under "Wasmaatic Academy for Professional Fabric Care" in an agreement with the World of PTC Business School, India from CINET.

'Future Advancement' at Scottish Guild Conference

September 4th, 2016

At the lovely Westerwood in Cumbernauld the Guild of Cleaners & Launderers assembled with a group of cleaners and suppliers for a program with new technologies and marketing ideas. An event supported by CINET.

Ken Cupitt, Chairman of the council moderated the day and made sure it was professionally led and timely scheduled. With future advancement as the central topic for the day the conference focussed on innovation for the business.



Topics were the benefits of an EPoS system, new cleaning technology like professional wet cleaning and alternative solvents like 'HiGlo' (Cole & Wilson) and the new solvent 'Sensene' (by Dow-Safechem). Furthermore new methods for marketing were touched upon. Laundrapp presented their case as one of UK's most successful start-ups and on behalf of CINET Léon Wennekes gave an overview of marketing trends and examples that cleaners elsewhere in the world are currently using. The conference concluded with a very interesting experience of Brian Pearce, whom has trained the complete staff of the new Jeeves facility in Chengdu (China) for the last 18 months.

Guild supporters

The national conference in Scotland attracted the full range of suppliers. Apart from machinery and solvents there were suppliers that exhibited insurances, an EPoS system and many other accessoires. There was plenty of time for the visitors to network and it seemed to be a productive get together both for the cleaners and suppliers. An excellent event where CINET was pleased to be able to contribute.

DTV Verbandstag 2016; A successful and inspirational convention!

September 9th – 10th, 2016

From 9-10 September 2016 the DTV Verbandstag 2016 in Hannover was organised, offering an inspirational program to the nearly 160 participants. Unlike previous years, the extensive program was spread over two days, with a full program on both days.

Friday 9 September a company visit to Kannegiesser was scheduled and in the afternoon the guests enjoyed a city tour to the Herrenhäuser Gardens.

Recovering from skilled personnel shortages

Saturday had started with a panel discussion. The panel discussed about shortages of skilled personnel with the other participants, moderated by DTV Managing Director Andreas Schumacher. It became clear that a greater commitment and cooperation of all those involved - especially the laundry and dry cleaning companies - is required to recover the number of trainees and skilled workers for the industry.

After the DTV Assembly and the eye-opening, absorbing lecture of Babak Rafati, the program continued with industry specific presentations in two separate workshops

(textile cleaning and industrial laundry / textile service) in the afternoon. The participants were able to inform and discuss on current technical topics, developments and innovations.



WIRTEX Annual Industry Meeting: 'Lead through Innovation'

September 22nd – 23rd, 2016

The German Textile Service association WIRTEX hosted its annual, well-attended meeting in the Dorint Pallas Hotel (Wiesbaden). Mr. L. Wennekes (Secretary General CINET) was welcomed together with many other industry professionals.

The industry meeting was opened by Mr. Jürgen Gerdum, the President of WIRTEX, whom made a strong statement regarding market developments in Europe and Germany. The textile service industry in itself had grown (+2.6%) but some market segments are demonstrating a heavy price competition that is too high. Mr. Gerdum stated: 'the total textile service industry in Germany misses out on approximately 100 million euro due to an extreme fierce price competition'. Although the figures are positive, the potential for the textile service companies is even higher. The 2016 forecast for the turnover in Germany is 3,408 billion EU (+2.5%), Mr. Gerdum believes this could be even higher. Germany represents some 23.6% of the total turnover in Europe which makes them the largest market in absolute terms.

The program was filled with topics related to politics, sustainability and future business trends for textile service companies. Incorporating CSR (corporate social responsibility)



into the strategy is perceived as essential to ensure future business. Mr. Swierzy (Vice President of WIRTEX) elaborated on the special programs the association is running to emphasize on the benefits of CSR, including their participation in and dedication to the 'Partnership for Sustainable Textiles' and the 'UN Global Compact' program. Customers are increasingly demanding proof of responsible organizations and as Mr. Kröpelin from CWS-boco International mentioned textile service companies can and should take the lead in this development.

CEE-TEX; Practical solutions for customer satisfaction! Over 130 participants from 16 countries

September 22nd – 24th, 2016

The third CEE-TEX event in a row, proves to be successful and sustainable. Held in Novi Sad (09-2016), the event was supported by a firm group of international suppliers, as well as 11 associations from the CEE-region, it turned out to be a success.

A full program of 17 expert speakers covered a variety of topics on cost effective and high quality, sustainable processing, innovative solutions, market changes and challenges and new business models in the region. The program was designed for retail textile cleaning as well as industrial laundry and included company and cultural visits resulting in many new personal discussions and relationships.



Global Best Practices Awards

Global Award winners Logo-Tex Kft Hungary, Kromatic Brasov Romania (number 8), and Pop's Cleaning Serbia (number 10) presented their companies following their successful nomination in the CINET Global Best Practices Award program, organized at Texcare International June this year. Excellent showcases with full of inspiration, for setting up new advanced businesses in the CEE region. This was also the conclusion of the round table discussion at the end of the meeting, participated by representatives of the organizing associations.

CEE-TEX 2017

Next CEE-TEX Summit will be organized by the Polish Laundry association. Location for the event will be Warsaw, October 2017. See you there!

The Future of PTC & Workwear in France was discussed @JET Expo

October 18th, 2016

On Tuesday the 18th of October the first edition of the Professional Textile Care and Work Wear innovation meeting took place in the lovely city of Paris, France. The event was well attended, altogether over 70 people participated.

The JET Expo organisation recently moved into a new office close by Paris Nord in France where all facilities for such an event are available. The aim of this event was perfectly captured in the following quote of Mr. Antonius Streichenberger (CEO of the JET Expo): 'Innovation has two drivers: 1) information exchange on new concepts, and 2) discussing these developments amongst stakeholders.' The event had plenty of both!

Leon Wenekes, Secretary General of CINET, presented the results of the latest CINET market analysis on 'Laundry on-demand'. A joint setting with other experts in the field of on-demand services (both inside and outside the PTC industry). Main conclusions: although there are still many uncertainties, laundry on-demand will surely become a service in the product portfolio of modern textile cleaners.



LCN Awards 2016: and the winners are...

October 20th, 2016

Meriden, UK. The laundry and dry cleaning industry received a well-deserved pat on the back during the first LCN Awards.

Roger Salmon was honoured for his dedication and commitment to the industry. He received the LCN Lifetime Award 2016 and a standing ovation from all guests, showing the esteem in which he is held by his peers.

The 2016 winners are...

- Laundry of the Year; Bates of London
- Drycleaner of the Year; Top Hat Cleaners
- Entrepreneur; Laundry Clean, Jason Miller
- Best newcomer Drycleaning; My Beautiful Launderette
- Best Sustainability Policy; Laundry Berendsen
- Best Sustainability Policy; Drycleaning BLANC
- Best Service Engineer; Mike Range, Johnsons Stalbridge Linen Services
- Best Online Service; Laundry Laundry Republic
- Innovation of the Year; Laundry SET (South East Trust)
- Innovation of the Year Drycleaning; Johnsons Bridal
- Customer Service Drycleaning; National Dry Cleaners.



The annual LCN Awards have been devised to recognise best practices in the industry and to reward it; last night that goal was more than achieved as the winners were announced to high acclaim.

Representing CINET, Secretary General Leon Wenekes attended the ceremony which he characterised as; 'an entertaining evening, well organised by LCN and always good to see our industry so positively portrayed'. LCN editor Kathy Bowry says: "The response in the first year was beyond all expectations and the LCN team is looking forward to growing this event further".

The LCN Awards are an initiative by LCN Magazine, to positively profile the Professional Textile Care (PTC) industry in the United Kingdom. The initiative is designed honour and reward launderers and dry cleaners from all over the country that do exceptionally well in the industry. Award categories are selected to embrace all aspects of the PTC industry.

The Lada's 2016; celebrating what's excellent in the PTC industry

November 3rd 2016 - Brooklands, UK.

The Lada's are designed to celebrate skills, recognise hard work, identify role models and either give encouragement for future careers, or recognise past contributions in the professional textile care industry.



MEG Events Ltd in association with LCT launched the Lada's, in 2015. This year the 2nd event took place at the Mercedes-Benz World, Brooklands, located on the famous and historic Brooklands Racing Circuit in Weybridge, Surrey; a most extraordinary venue.

...And the winners are....

Awards were presented, to the following persons/companies in their respective categories (in presentation order):

- Luke Chadwick (Christeys) - Trainee/Apprentice of the Year
- Mick Christian (Electrolux Professional) - Training & Education in the Workplace
- Clean & Green - Best Newcomer to the Industry
- Professional Plus (Ideal Manufacturing Ltd) - Best New Product
- Electrolux Professional - Green Impact Award
- Fishers - Most Innovative Company
- Acorns of Lancashire - Drycleaner of the Year
- CLEAN - Commercial Laundry of the Year
- Goodman Sparks - Machinery Distributor of the Year.

During the ceremony a Lifetime Achievement Award was presented to Paul Woolfenden, for dedication, commitment and support given to the PTC industry over a period of at least 30 years.

Secretary General Leon Wennekes attended the ceremony on behalf of CINET, he found the award ceremony to be: 'an interesting event, profiling the industry in the UK at its best.'

9th Hungarian PTC Conference: Uniting laundries with information exchange & networking

November 8th – 10th, 2016

The 9th National Hungarian Textile Cleaning conference took place on November 8th & 9th, in the impressive traditional venue of Sumeg, Hungary (close to Balaton lake). The theme of the conference was "Hygiene & Sustainability".

The two aspects "Hygiene & Sustainability" are of increasing importance for Hungarian laundries. Although the concept isn't new any longer the question for the Hungarian market is one of necessity. A lot of customers on the market don't require the laundries to work according to high hygiene & sustainability standards and so it's difficult to justify the investment needed to implement these advanced processes. With many interesting, informative lectures, as well as ample opportunity for discussion in the breaks the participants tried to determine the course for the future.

Congratulations to TTE, the Hungarian PTC association that hosted the conference, on a magnificent event full of different perspectives on the concept. Also congratulations to Ms. Valeria Kiraly and Gabriella Deme, for a wonderful organisation including several social highlights that fit in Hungarian traditions. The conference was a good place for discussions with a good number of people.

Leon Wennekes attended the conference on behalf of CINET, where he presented the latest innovations in PTC & CINET's findings on the question 'How to Sell Hygiene' in the market. The conference showed that all major Hungarian laundries are united under the banner of the association, although the competition is quite fierce in the market.

Over 120 people from laundries but also dry cleaners and allied traders attended the conference. The trader exhibition was extensive, including some companies from abroad.





WORLD OF PTC
BUSINESS SCHOOL

“Creating Masters in PTC”

We intend to bring together the Indian trade associations, their members, and a group of international suppliers that have an interest in the Indian market, aimed to increase professionalism and implement best practices in the Indian PTC industry. Over 2017 we intend to organize 3 training programs in 4 cities (so 12 in total).

Supporters:



Electrolux



The fresher company.



World of PTC India Business School Program 2017:

27-31 March 2017

New Delhi

- Pilot workshop program

21-25 August 2017

Bangalore

Workshop program:

- Level C+B on Retail Laundry (TC)
- Practical training Level C+B

28 August - 1 September 2017

Chennai

- Workshop program:
- Level C+B on Retail Laundry (TC)
- Practical training Level C+B on Retail Laundry (TC)

4-8 September 2017

- Workshop program:
- Level C+B on Retail Laundry (TC)
- Practical training Level C+B on Retail Laundry (TC)
- Level C+B on Industrial Laundry (TS)
- Practical training Level C+B on Industrial Laundry (TS)

23-27 October 2017

Mumbai

- Workshop program:
- Level C+B on Retail Laundry (TC)
- Practical training Level C+B on Retail Laundry (TC)
- Level C+B on Industrial Laundry (TS)
- Practical training Level C+B on Industrial Laundry (TS)

30 October - 3 November 2018

New Delhi,

- Workshop program:
- Level C+B on Retail Laundry (TC)
- Practical training Level C+B on Retail Laundry (TC)
- Level C+B on Industrial Laundry (TS)
- Practical training Level C+B on Industrial Laundry (TS)

Want more? Implement CERCLEAN international certification in your Business



More info visit: www.cinet-online.com/international-certification/

4. CINET, Strategy & Positioning

I. Starting Points

CINET is a merger of the former Southern & Northern European trade associations for PTC called CITEN & CEAPLI, and was founded in the early eighties of the last century. In 2005 CINET discussed the future and adopted a new policy / strategy to become a global umbrella association for the PTC industry.

The Mission statement was defined and accepted as: To be a well-structured, strong and reputed international umbrella association for the global professional textile care industry to both consumer and BtoB applications.

At the time CINET members felt that a more active approach was necessary and agreed on the following policy:

- growth of membership (15 -> 75)
- global awareness as an umbrella association
- an increase in activities and projects
- a budget increase (by 10 times)
- a substantial growth of network.

In subsequent years this policy appeared to be effective. CINET meanwhile is recognized around the world for its expertise, projects and events.

In the meantime market circumstances have changed:

- new rapidly developing economies and PTC markets (amongst others: Asia, South America, Middle East)
- an accelerated pace of innovation
- a worldwide increase in use of online business applications, also in the PTC business
- more international communication and links
- expanding international PTC companies
- more international suppliers (mature & emerging markets).

Hence, in 2015 it was felt that these changes created a new environment and a need for an evaluation on the current strategy and policy.



II. Key tasks

- Building a global network of business experts in textile services & textile cleaning:
 - Information exchange
 - Strengthen membership
 - Provide opportunities and added value for members.
- Initiate and support (inter)national research projects for advancing and accelerating innovations:
 - Online and offline information exchange via existing and new projects. Both for TC & TS sector (in English as well as in other languages)
 - Design and execute projects and activities to promote the industry.
- Effective advocacy and profiling of the industry:
 - Profile the industry for a high-value, social responsible and sustainable performance.
 - Presenting the PTC industry as an innovative sector offering clients the best available solutions in textile care.
 - Profiling sustainability and Best Practices:
 - Up till 3 times more eco-friendly than domestic washing!
 - Multimedia campaign.
 - Include Corporate Social Responsibility (CSR) (UN Global Compact Ten principles) and stimulate CSR incorporation in the industry.
 - Promote cost effectiveness of outsourcing laundry and textile cleaning.
 - Organize conferences & workshops to create an interactive platform for information exchange.
- Internal Communication to the PTC industry:
 - Set up and maintain a strong internal communication structure:
 - Weekly E-newsletters
 - Activity planning (yearly).
- Member services:
 - Prompt and effective (e-mail) memberservice
 - Monitor interest of members for certain subjects/projects/activities and provide information accordingly:
 - Yearly registration via the website/e-mail
 - Access to specific subjects/ projects/ activities on the website
 - Platform of information exchange.
- Organizing Working Group sessions for membership dialog and steering of the projects.



WORLD OF PTC
INTERNATIONAL BUSINESS SCHOOL

“Creating Masters in PTC”

We intend to bring together the Indonesian trade associations, their members, and (international) suppliers that have an interest in the Indonesian market, aimed to increase professionalism and implement best practices in the Indonesian PTC industry. Over 2017 we intend to organize training programs in several major cities in Indonesia.

Supporters:



Electrolux

Kannegiesser

Benelux B.V.



World of PTC Business School Indonesia Workshop Program 2017:

23-25 March 2017

Expo Clean Expo Laundry, Jakarta

- PLATFORM MEETING with partners
- Conference presentations
- Pilot workshop on best practices in PTC

1-5 May 2017

Surabaya Workshop program:

- Level C+B+A on Retail laundry (3 days) + 2 days practical training

8-12 May 2017

Jakarta Workshop program:

- Level C+B+A on Retail laundry (3 days) + 2 days practical training

11-15 Sept 2017

Bali Workshop program:

- Level C+B+A on Retail laundry (3 days) + 2 days practical training

18-22 Sept 2017

Bali Workshop program:

- Level C+B+A on Industrial laundry (3 days) + 2 days practical training

6-10 Nov 2017

Makassar Workshop program:

- Level C+B+A on Retail laundry (3 days) + 2 days practical training

13-17 Nov 2017

Yogyakarta Workshop program:

- Level C+B+A on Industrial laundry (3 days) + 2 days practical training
- CERCLEAN TS certification (1 day)
- PLATFORM MEETING

March/April 2018

Expo Laundry, Jakarta

End meeting; Present follow up planning 2018-2019

<http://www.theworldofptc.com/>

Distribution partners:



III. Key actions 2017 - 2018

A. Organisation of the new start-up

"The World of PTC Business School"

- Creating "Masters in PTC"
- Availability of a knowledge database
- Provide E-learning tools & courses
- Organisation of webinars, workshops and practical trainings on site.

B. International PTC Certification

- Accredited (CERTEX®) & non-accredited (CERCLEAN®) certification schemes
- Worldwide available and supported by (online) consultancy
- E-learning courses on the Business School platform.

C. Organization of Global Best Practices Awards Program 2018

- 150 nominations
- Award Ceremony on 19th October 2018 at Expo Detergo, Milan, Italy
- Publication 'The World of PTC volume 6: 'Innovation, Online Marketing, Business Models & Showcases'.

D. Execute a research program for textile cleaning & textile service sub-sectors

- Initiate, organize and participate in research projects and benchmark studies.

E. Adequate member service based on individual member needs.

IV. CINET Member service:

- As a member of CINET you have access to the CINET database via an easy, onetime login for each device you use.
- Information is shared globally and nationally using the following channels:
 - Participation in International Working Group sessions (registration secretariat).
 - Support by CINET secretariat on operational issues.
 - Access to the CINET website/ knowledge database (structured on type of membership).
 - Weekly E-newsletters.
 - CINET Magazines: marketing, environment and technology.
 - Documentation: legislation, research, innovations, technologies, best practices, etc.

V. CINET Meeting schedule

- Board and International Working Group sessions will be announced in the activity planning (website).
- Meetings are also communicated via the website event page. Discussion documents and materials are sent via e-mail (with a 'please read' notification) and published on the website.
- Registrations will be communicated via e-mail. All invites will be asked for confirmation, only exceptional circumstances will result in follow-up calls.
- Minutes (follow-up actions included) will be sent within a fortnight to all participants of the meeting and published on the website.
- Meetings will be planned on Breeze or Skype, around trade shows or upon agreement.

Organization Structure of the Organisation

- The General Assembly is the highest authority in the association.
- Starting 1-7-15, beside the formal CINET Board, there will be two Operational Boards, one for Textile Cleaning and one for Textiles Services / Industrial Laundering.
- The Operational Board decides and consults on projects and activities.
- The President / CEO prepares proposals for the Boards and executes decisions of the Boards and General Assembly, assisted by the secretariat.
- Board meetings are attended by the CEO, who will prepare the meeting in consultation with the President according to previously made agreements.
- The CEO executes financial matters and controls according to directions of the treasurer and/or the CINET Board.



- **CINET's General Assembly/Conferences/Workshops**

The General Assembly convenes once a year. International events (fairs, conventions etc.) are preferential places and periods for holding General Assemblies. The General Assembly is a forum where committees and international working groups report on their previous year's activities. Also CINET liaison officers report on trends and developments and delegates exchange information on significant events in their own countries. Additionally CINET invites esteemed speakers - scientists, technicians or marketing experts - who contribute expert knowledge and advice on selected topics, and exchange views with members.

CINET organizes Global Info Square Meetings regularly to exchange information on international, national and regional market trends, innovations in business concepts and new technologies, including country reports and documentation from key industry representations worldwide.

- **CINET Board membership:**

- Able and prepared to meet and actively support CINET activities around the world.
- Representing International markets of TC / TS market segments; the Board consists of 6 members.

- **Advisory Board Committee**

To support the CINET Board and CEO an Advisory Committee is installed to reflect on a long term strategy development, act as a think-tank and advise on operational matters.

- **CINET Operational Board membership TC/TS**

- Agreements on activities / projects will be made by the CINET (Operational) Board
- Board members, project leaders and other appointed persons can call upon the secretariat to assist them wherever possible.
- The CEO is responsible for the content and priorities of activities and projects and coordinates this with the Board.

- **CINET Liaison officers**

- Esteemed and well-known industry experts in their region/country, that pledge to move the Professional Textile Care industry forward, to the best of their abilities.
- Appointed contact persons for the CINET secretariat for a specific region, country or project area.
- Following the textile care industry for their region, country or project area, with a close eye and inform CINET on actualities and news that would be interesting for the worldwide industry.
- Able to call upon CINET services and/or expertise at any time to the benefit of his or her own region, country (e.g. host Info Square Meetings, start projects, etc.).
- Representing CINET at conferences and meetings and if applicable able to speak on behalf of CINET (upon written agreement).
- At a certain occasions invited to provide an educational session on his or her region and/or precise expertise.
- Invited for operational board meetings.



Working groups Textile Cleaning (TC) and Textile Service (TS)

International Working Groups coordinated by Working Group Coordinators, supported by the CINET secretariat for Retail Textile Cleaning (TC) and industrial Laundering / Textile Service Companies (TS).

Members of Working Groups are upon registration via the secretariat.

The CINET secretariat is responsible for the execution of activities.

The following working groups are operational:

- **International Research & Technology Working Group**

Each year CINET participates in, and initiates international research programs on new sustainable cleaning and finishing technologies, as well as projects in automation, ICT and logistic technologies. In the 'projects' section of the profile a full overview of current projects is provided.

- **International Best Practices Working Group**

CINET has started the project International Standard Best Practices in Safe & Sustainable Textile Cleaning. This project entails a description of best practices in textile cleaning which can be applied worldwide. In order to implement best practices CINET aims to set up cooperation with national associations and other key stakeholders (government, suppliers, individual companies).

A program is defined per nation, which is adjusted to the needs of that market and the culture of the country. CINET has related award shows to this concept, together with important stakeholders an award show is organized to create effective positive PR for the industry.

- **International Marketing & PR Working Group**

The Marketing & PR group aims at strengthening the image and profile of the professional textile care industry, as well as providing CINET members with marketing tools and information. In this line CINET also assigns market/marketing studies and initiates publications: The World of PTC "Volumes I through V".

- **International Standardisation Working Group**

This group consists of professionals in the textile care industry and specialists from major research

institutes. Committee members actively participate in GINETEX work sessions and ISO Working Groups. The Committee's main purpose is to take any possible step for care labelling to become an asset and not a drawback for the industry. Other standards that CINET is involved in are RABC, WG 14, etc.

- **International Certification Working Group**

In this setting an international certification program is set up, consisting of a certification scheme for industrial laundries and one for dry cleaning companies. The aim is to introduce an international certification system suitable for organisations to implement on a national basis. This way national associations don't have to re-invent their certification program all the time and there will be only one system worldwide that needs to be updated on a regular basis and can be used as a reference for a national standard. Information and tools on certification are also provided via the World of PTC Business School.

- **World of PTC Business School Working Group**

PTC operations and machines are basically the same worldwide. Amongst others it is CINET's mission to share and disseminate information on these operations and machines. In this respect this working group is focusing on further developing E-Learning tools and organizing training programs both on site and through online e-learning courses & webinars.

This working group develops materials for both textile cleaning and textile service companies. There are two main activities; one is to update the materials and make the content more interactive. The second is to market this educational concept through online marketing, via distribution partners and at trade shows.

- **Innovation Working Group**

This working group has been formed around the need to emphasize the importance of innovation. CINET aims to inform the industry and its stakeholders about the innovative profile of professional textile care and so stimulate the rate of innovation worldwide. The main activities of this working group are to create a database on state of the art initiatives, both within or related to the PTC sector. The main fields are new textiles, processing technology and logistics & service concepts.

5. CINET members

Member overview 1st of June 2017

National associations	26	(Research) Institutes	6
Individual members	20	Liaisons	162
Suppliers	34	Global Info Network	> 2500

Effective members

Company	Country
American Reusable Textile Association (ARTA)	USA
Asociace prádelní a čistírny (APAC)	Czech Republic
Asosiasi Laundry Indonesia (ASLI)	Indonesia
Asosiasi Profesi Laundry Indonesia (APLI)	Indonesia
Asociatia Intretinătorilor de Textile-Piele (AWIM)	Romania
Associação Nacional das Lavanderias (Anel)	Brazil
Assosecco	Italy
China Laundry Association (CLA)	China
Danish Drycleaning Association	Denmark
Drycleaning Institute of Australia Ltd. (DIA)	Australia
Federatie Textielbeheer Nederland (FTN)	The Netherlands
Fédération Française des Pressings et des Blanchisseries (FFPB)	France
Federation of Finnish Textile Services (FINATEX)	Finland
Guild of Cleaners & Launderers (GCL)	United Kingdom
Laundry & Drycleaning Association of India (LDAI)	India
MAXTEX	Germany
Nederlandse vereniging van Textielreinigers (NETEX)	The Netherlands
Nega Tekstila	Serbia
Norwegian Dry Cleaning & Laundry Association (NRV)	Norway
Nufarul	Romania
Pan Hellenic Drycleaners & Affiliated Association	Greece
Russian Association of Dry-cleaner's and Launderers	Russia
Sveriges Tvätterförbund	Sweden
Textile Care Allied Trades Association (TCATA)	USA
Textiltisztító Egyesülés (TTE)	Hungary
URBH Hospital Laundry Association of France	France

(Research) Institutes

Company	Country
CTTN-IREN	France
EFIT	Germany
ECSA	Belgium
International Drycleaners Congress (IDC)	Canada
Japan Textile Care institution Inc.	Japan
Technologisch Kenniscentrum Textielreiniging (TKT)	The Netherlands

Individual members

Company	Country
5aSec Dry Clean International (DCI SA)	Switzerland
Beijing Fornet Laundry Service	China
Beijing BRANEW Laundry Chain Co., Ltd	China
Clean Shop	Burundi
Cristal Cleaning	The Netherlands
DIANA Holding Company	Russia
Hr Björkmans Entremattor AB	Sweden
I. Sinis & Co	Greece
Jiangsu Aixin Enterprise Service Lovetex	China
Promar Textil SRL - Kromatic Brasov	Romania
LDCT Laundry Dry Cleaning Training	Australia
Master Cleaning Ltd.	Russia
Pierotti Laundry Network Group	Italy
POP S d.o.o.	Serbia
Qatar Airways Catering Company	Qatar
Shanghai Matilian Laundry Service	China
Specialist Textielverzorging BVBA	Belgium
Synergy Health Textile Services	The Netherlands
The Original Thrifty Co (N.I.) Ltd.	United Kingdom
Wasserij Korsow BV	Curaçao

Associate members

Suppliers	Country
Alliance Laundry Systems	USA
Böwe Textile Cleaning GmbH	Germany
BÜFA Reinigungssysteme GmbH & Co. KG	Germany
Chemische Fabrik Kreussler RG GmbH	Germany
Christeyns B.V.	The Netherlands
Concord Textile	France
CPN groupe	France
Datamars	Switzerland
Dibella BV	The Netherlands
Ecolab	France
Electrolux Professional Laundry Systems	Italy
Girbau Group	Spain
GreenEarth Cleaning	USA
Ideal Manufacturing	United Kingdom
Landuwasco	The Netherlands
Laundrapp	United Kingdom
Laundry Computer Technics (LCT) bv	The Netherlands
Multimatic iLSA Deutschland GmbH	Germany
Nufarul SA	Moldova
Olin	Switzerland
Polymark BV	The Netherlands
R.R. Street & Co. Inc	USA
Renzacci SpA	Italy
Rynex	USA
Safechem	Germany
Sealed Air	Singapore
Seitz GmbH	Germany
Senso Technics	The Netherlands
Stahl Wäschereimaschinen	Germany
Surfchimica srl	Italy
Technisch Bureau Reinders (TBR)	The Netherlands
UNION S.p.A	Italy
VEIT	Germany
Xeros Bead Cleaning	United Kingdom

The background of the entire page features a stylized world map in shades of blue and white. Overlaid on the map are several glowing white lines that connect various points across the continents, symbolizing global connectivity and a network. The lines are thicker in some areas and thinner in others, creating a sense of dynamic movement and interlinking. The overall color palette is dominated by blues and whites, giving it a professional and technological feel.

CINET

Professional Textile Care

Power of partnership

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