**Reply form Retail Textile Cleaning companies**

**CINET Global PTC Best Practice Awards Program 2018**

For professional textile care operations modern services, quality, innovation, hygiene and sustainability are the key issues to meet customer demands. By stimulating the best practice approach CINET contributes to a safe and sustainable textile care sector to offer: THE BEST SOLUTION AVAILABLE. The changing customer demands ask for new services and marketing concepts. Quality, sustainability and ease of use are important aspects to meet these changing demands. The Global Best Practice Awards Program stimulates the implementation of Best Practice measures, service aspects, marketing and professional quality. It will provide a benchmark and platform for the new state of the art in textile care. The Awards will be awarded to the most extraordinary business cases showcasing superiority in new service concepts, quality, innovation and sustainability. The award program emphasizes the focus of our industry towards added value for the customer and safety for the environment and its people. The deadline for the reply form is **May 1st 2018**.

The awards will be presented during EXPOdetergo in Milan (Italy), October 19th 2018. All nominees will be invited and will be special guests of CINET on this event (1 person free admittance).

**Questionnaire**

**General company information**

|  |  |
| --- | --- |
| Name company |  |
| Contact person |  |
| Address |  |
| Country |  |
| Phone number |  |
| E-mail |  | |
| Nominated by |  | |
| Company type | Dry cleaning store / launderette | |
| Signature |  | |

**Textile Cleaning Machines**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Solvent/Machine | Mark when applicable: | Number: | Year build/Generation: |
| The company uses the following solvents/machines: | PERC |  |  |  |
| HCS |  |  |  |
| Professional Wetcleaning |  |  |  |
| Solvon K4 |  |  |  |
| Ipura system |  |  |  |
| Siloxane D5 (GreenEarth) |  |  |  |
| CO2 |  |  |  |
| Laundry machine |  |  |  |
| Other: |  |  |  |  |

**Remarks:**

1. **Quality**

Skills and knowledge are important to maintain professional cleaning quality. Training & education and labour policy are the basics of quality. Certification, if available can enhance the quality approval of a professional textile cleaning company.

**Staff policy**

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| --- |
| Can you describe the labour policy? |

**Quality control**

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| --- |
| How is the quality controlled and guaranteed in the company? |

## Sustainability

Implementation of best practices is the key for a safe & sustainable dry cleaning operation. Using modern equipment, operation, optimal working methodologies enhances safe and sustainable professional textile cleaning.

**Equipment:** emission source can be reduced by using proper equipment, maintenance, leak detection, etc.

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| **Equipment:** how do you reduce the emission at the source? |

**Operation:** Optimal machine operation like drying times, use of chemicals, cleaning enhancers, loading, etc. can improve the efficiency and reduce consumption of solvent.

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| **Operation:** What are the operational best practices applied? |

**Good housekeeping:** Containment by preventing spills to air, water and soil by using spill trays, closed containers, proper storage, proper maintenance/cleaning, etc. These applied practices do not require large investments but only good practices.

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| **Good Housekeeping:** What are the good housekeeping practices applied? |

**Recycling:** Recovery and recycling of solvent by distillation, treatment of contact water, active carbon adsorption, waste/residue management, etc. are important to limit solvent emission and waste.

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| **Recycling:** How is the recycling of waste (residue, contact water etc.) organised?  Explanation: |

1. **Business model & Service concept**

Meeting the customers’ demands is important, and the demands are changing nowadays. A clear business model for textile cleaning companies is required to distinguish. The right services, contributing to the ease and convenience of customers and fitting the business model is therefore important. Marketing is required to communicate the key message of textile cleaning.

**Business model**

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| --- |
| Can you describe the business model (services to customers) for you textile cleaning company? |

**Services provided**

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| --- |
| What is the service concept, or what kind of special services do you offer to meet the demands of the customers? |

**Marketing and promotions**

|  |
| --- |
| How do you promote the professional textile cleaner? |

1. **Innovation**

The world is changing, so innovations are important to cope with changing customers’ demands, legislation, and environmental requirements.

**Innovation**

|  |
| --- |
| What are the innovations of the textile cleaning company? |

1. **Key-note**

|  |
| --- |
| In what way does your company stand out in other ways mentioned in the questions above? |
| Why should your company win the award? |

**Pictures and photos**

Please provide pictures and photos of the interior, the exterior and the working area of the textile cleaning company. Pictures, animations, brochures, videos, etc. to explain and clarify the answers are welcomed. Any pictures that justify the award will be taken into account.

**CINET**

CINET, the international committee of Professional Textile Care is the global umbrella association offering national associations, franchise companies, international suppliers and research institutes a global platform. CINET participates and coordinates in international research projects and organizes conferences and workshops to stimulate the exchange of information to accelerate innovation. CINET represents over 90 organizations, 300 liaisons and a global network of over 3000 industry experts.

**Reply**

The reply form can be sent to the CINET secretariat before **May 1st 2018.**

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