CINET
Professional Textile Care

EXPO DETERGO INTERNATIONAL

WORLD CONVENTION

October 21-23 2026,
Room R5, Fiera Milan

GLOBAL BEST PRACTICES
CINET Professional Textile Care
2026

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CATALOG

CINET
Professional Textile Care

Connecting The World Of PTC

Electrolux PROFESSIONAL
Kannegiesser
SEITZ The fresher company.
kreussler TEXTILE CARE
OASIS 绿洲
Kingstar
GEI COMMERCIAL LAUNDRY MACHINES
BÖWE
REALSTAR
union
sankosha PRESS AND PROGRESS
FIRBIMATIC
SENSENE Neo
CONCORD INNOVATIVE TEXTILE CARE
RENZACCI
JENSEN

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

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www.cinet-online.com

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Peter Wennekes

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'Smarter PTC Services Pay-Off!'

CINET Operating a Global Network of PTC Professionals

CINET is operating and building a worldwide network of PTC Professionals, National Associations, Individual Members, International suppliers, research institutes and consultants. The Umbrella association facilitates an easy exchange of information to stimulate business development.

Over the years CINET have build an extensive database, executed many research projects, runs the WORLD of PTC Business School, the Cerclean® Certification Program, bi- annual Global Best Practices Awards Programs, (Inter-) national events and a WOPCOM 24/7 Library. CINET enjoys some 90 direct members, some 600,000 indirect members and 50,000 PTC Professionals.

Content

CINET Board & Team	2
CINET Global Network	3
Co-Hosts & Country Coordinators	5
CINET Network & Profile	6-7
Industry Evolution - Léon Wennekes	9
GBPA 2026 National Pre-Events	11
Day 1 - Thursday 22 October	12-13
Day 2 - Friday 23 October	14-15
Global PTC Strategy Study - Roadmap 2050	16-17
Meet & Greet 2026	19
Interview Martin Rauch - JENSEN Part 1	20-21
Dirk Berges - Kannegiesser	22-24
Alexander Seitz - SEITZ	25
Paolo Schira - Electrolux Professional	26-28
Voices of the PTC Industry	29-30
List of Official Nominees	31
Global Best Practices Awards Criteria	32
Global Best Practices Awards 2026	33
Intro Finalist Company Profiles	34
Industrial Textile Services (ITS)	34-36
Self-Service / Launderettes	37-38
Retail Textile Cleaning (RTC-SME)	38-40
Retail Textile Cleaning (RTC-BIG)	41-43
Interview Martin Rauch - JENSEN Part 2	44-45
Company Visits	47
Former GBPA Winners	48

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Thanks to our Co-Hosts

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ABPTT

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Pan Hellenique

DLAI DRY CLEANING & LAUNDRY ASSOCIATION OF INDIA

ASIAN LAUNDRY UNION ASU

IZILOH

MULA

nca national cleaners association

ASOSIASI PROFESI LAUNDRY INDONESIA

ACG Ascend Consulting Group inspiring Your Peak

GCL GUILD OF CLEANERS & LAUNDERERS

AMERICA'S BEST CLEANERS

TCATA Textile Care Allied Trades Association

MM METHODS FOR MANAGEMENT

Laundry Network

National Associations of: Nigeria, Mali and others

Thanks to our Country Coördinators

Faycal Belaroussi.....Algeria
Daniel Hays.....Australia
Rui Torres.....Brazil
David Crouse.....Canada
Jean Michel Ndoussa.....Cameroon
Julie Lijun.....China
Laurence Alemanni.....France
Geert Böttger.....Germany
Panagiotis Triaridis.....Greece
Gabriella Deme.....Hungary

Pooja MK / Vikash Das.....India
Eva Maria Sriulina.....Indonesia
Zarina Ismail.....Malaysia
Leon Wennekes.....Netherlands
Charmaine Ang.....Philippines
Kenny Seo.....South Korea
Ken Cupitt.....UK
Jan Barlow.....USA

CINET: Operating a Global Network

CINET operates a Global Networking Platform for Textile Care Professionals and organizations, stimulating innovation and business development.

1. The Research & Technology Program (Stimulating PTC innovation)

•Research & technology projects focusing on changing market demands in PTC

• Benchmark studies to provide information on quality performance, sustainability, and environmental impact

• Sustainability & market development projects to stimulate innovation and optimize Retail Textile Cleaning (RTC) and Industrial Textile Services (ITS) processes according to best practices, increasing energy efficiency, lowering environmental impact, and increasing the product life cycle

More about our research projects:
https://www.cinet-online.com/research-development/

2. The World of PTC Business School “Creating Masters in PTC”

A full program of modern, easy-to-adopt training materials:
• E-learning & (on-the-job) training courses
• Practical workshops & webinars
• PTC online library & book series
These materials are offered for Retail Textile Cleaning (RTC) as well as Industrial Textile Services (ITS) in a number of languages and in three levels: a Starter level C, an Operational Excellence level B, and a Management level A.

More info:
https://www.cinet-online.com/masters-in-ptc

3. WOPCOM - The World of PTC Community

An online platfom of experts with a knowledge database on PTC

- A vast number of articles on best practices from numerous experts worldwide
- Best company showcases from all over the world
- CINET Members are offered a free user account on the WOPCOM platform

More info: https: /www.cinet-online.com/wopcom/

4. CERCLEAN International Certification

The International Certification Program (Guaranteed PTC Service). Standards are based on modern, internationally acknowledged processes and management principles.

• CERCLEAN®. An advanced training and certification program specialized for dry cleaners (Retail Textile Cleaning RTC) and industrial laundries (Industrial Textile Services ITS), with a handbook meeting 9001-2015 and RABC requirements, accredited by CINET.

More info:https://www.cinet-online.com/international

5. The Global Best Practices Awards Program (World’s Best PTC Showcases)

•Showcasing the world’s best examples demonstrating the implementation of best practices, innovative customer services, marketing, and quality in the Professional Textile Care industry.

- Profiling companies among the most extraordinary business cases in PTC!
- Gain recognition from a worldwide audience of customers and industry stakeholders!

More info: https://www.cinet-online.com/awards2024/

CINET Profile

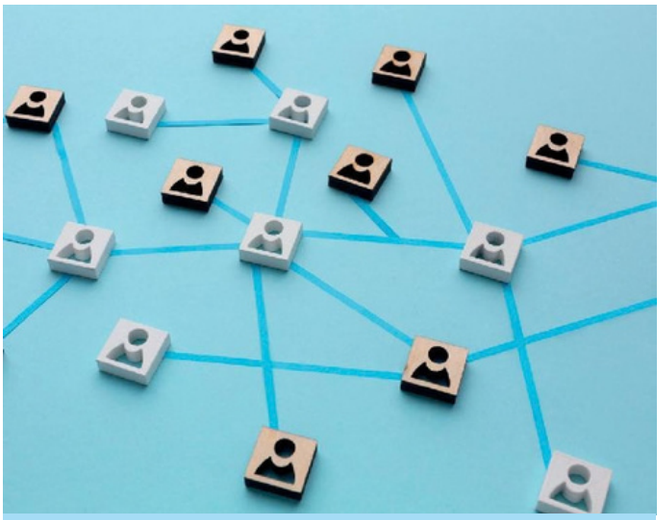
CINET, the International Committee for Professional textile Care, was former in the early 1980s trough a merger of Northern and Southern European Textile Care Associations. CINET is a non-profit organization.

CINET Objectives

- By operating an international network of professionals in Professional Textile Care (PTC) CINET facilitates exchange of information and international cooperation.
- Stimulating business development in professional textile care in advanced and developing countries.
- Organizing international events and supporting national events of Members.
- Demonstrating the Capabilities of modern professional textile care to clients, governmental bodies and other stakeholders.
- Organizing and supporting effective PR and PTC promotion for the PTC industry.

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 Members

Meanwhile CINET enjoys 90 direct members, being National Associations, Individual Members, Associate members and research institutes, some 600,000 indirect members and 50,000 PTC Professionals.



Mr. Peter Wennekes, President/CEO CINET

CINET Secretariat

Since 2005 the CINET secretariat is established in the Netherlands. A team of office employees and experts activities and projects.
President / CEO is Peter Wennekes. He worked for 8 years in the textile industry and is over 20 years CEO of CINET.


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Léon Wennekes – PUSHING FOR EVOLUTION IN THE LAUNDRY & DRY CLEANING INDUSTRY

The interview with Leon Wennekes delves into the current state and future prospects of the professional textile care (PTC) industry. Wennekes who has been active in the sector for 16 years, brings a wealth of experience and insight into how the industry is evolving and what strategies could drive its future success.

Industry in Transformation
Léon: "There's definitely a lot happening in our industry, but it's still rooted in old patterns. Globally, we see different focuses. In Europe, we see a fragmented market with small, family-run "Mom & Pop" shops, which aren't typically at the forefront of innovation. A good opportunity for Fornet to develop. In the US, there's a trend going where especially old laundromats are revitalizing into full service laundry centers with wash & fold services leading the growth. This is attracting new customers and boosting demand for textile care. In Asia, the market is embracing new services like sneaker cleaning. It is surprising this service hasn't caught on in Europe sooner. After all we clean clothes so why wouldn't we clean sneakers? This could open up a significant new market segment."

Disruption vs Evolution
Léon: "In contrast to most startups in the laundry space we like to position Fornet as a brand that pushes evolution in the industry rather than trying to aim for disruption". Traditional dry cleaners have focused on delicate clothes for decades, but these represent only 5-10% of the wardrobe of our customers. So to find growth you need to develop new services. Traditional cleaning shops are losing some 5% of their customer base per year due to ageing while younger people have trouble to find their way to the dry cleaners. Yet many shop owners remain quite passive. On the other hand we're seeing many start-ups enter the market over these last year's aiming for disruption, but most disappear again after a short period of time, because they underestimate the complexity of the laundry process. Textile care is much more than the simple white & coloured washing process we apply at home; it's about mastering quality, service, convenience, speed, and sustainability for any type of textile fibre. Customers expect the highest care standards for their garments and it requires hard work to get the job done. It's good see that there are several brands are showcasing this can be done. It's very good to see multinationals like Henkel, Unilever and P&G develop new textile care concepts as a service. These trusted brands can help to change the hearts and minds of our potential customers and convince them to try and outsource (some) of their laundry chores.

Strategic Growth
Léon: Textile cleaning can expand in the professional textile cleaning market, particularly by capturing marketshare from the domestic laundry market, which represents some 96% of all the kilo's that are washed in Western Europe. Even if we manage to capture 1% marketshare from this market it will result in significant revenue growth for the professional textile care sector.

International Cooperation
Léon: "Although different regions and continents have different focus points, the world is 'hyper connected' and new ideas and technologies are spreading fast. CINET is developing a global platform where knowledge can be exchanged and where people can connect and collaborate – create a 'Laundry Family'. When we work together as an industry, we can grow faster and have a bigger influence. I believe it can be a valuable way to connect with fellow entrepreneurs and enable us to build globally recognized brands like McDonalds and Starbucks. As such as Fornet we look forward to keep collaborating closely with CINET and its network of innovative laundry players."

Attracting the Younger Generation
Léon: "A significant part of today's challenges involves making the textile cleaning industry more attractive to younger generations. At Fornet, we've made it our mission to give garments a longer life and modernize the traditional laundry and dry-cleaning industry. We've succeeded in attracting younger generations by presenting ourselves as a mission-driven company. We offer flexible working hours, career development opportunities, and on-the-job training.

Improving the Industry's Image
Léon: It's true – the industry especially in mature markets does have a little bit of "dull and dusty" image. Thats because most people only see old fashioned cleaning shops in the city streets and not the advanced players which are mostly located on industrial areas out of side from the public. But I believe that can change if we show people how important our work is. For instance, we play a vital role in hygiene and sustainability, which are crucial in today's world. We also need to promote the innovative aspects of our sector and make employees proud of their work. We've had success with circular textiles initiatives, which is appreciated by fashion brands, governments and consumers in general. In the end, it's about getting our local communities to notice us and understand the value we bring to society."

OASIS

OASIS - Leading Brand in China's Commercial Laundry Industry

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130,000
Factory area

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Countries we serve

200+
Product types

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GBPA26 National Pre-Events





Indonesia Best Practices Awards 2026: a market moving forward

More than just a celebration, the ASLI Association organised its annual event on 13–14 September in Jakarta. Attended by more than 400 professionals, the event provided an opportunity to strengthen relationships, exchange insights and work together to further advance Indonesia's professional textile care industry.
CINET was invited to present preliminary insights into the Indonesian PTC market. Based on the Strategy Study, Peter Wennekes presented an overview of trends and characteristics of the PTC market globally, in general, and Indonesia in particular.





India Best Practices Awards 2026: professionalisation gaining momentum

More than an awards program, the event was a moment to meet, exchange experiences and learn from one another. It brought together people from across India's Professional Textile Care industry who share the same ambition: to keep improving the sector together.

The event was organised in Kochi, South India, providing a beautiful setting for a fantastic event. Several associations were invited to present their initiatives and perspectives on the development of the industry. CINET presented the Strategy Study, including key insights on the Indian Professional Textile Care market, as well as the programme for the Global Best Practices Awards 2026 in Milan on 22–23 October 2026.

Program Outline GBPA26 Milan

Day 1: Thursday October 22, 2026

08:00 hrs CEST — **Welcome & Registration**

08:30 hrs CEST — **Welcome & Introduction by Moderator Mr. Mischa van den Broeck**

08.35 hrs CEST — Welcome by Mr. Peter Wennekes, President & CEO, CINET

08.45 - 9.30 hrs CEST — **PTC Innovations from China**
- Introduction by Mrs. Julie Lijun, China Laundry Association
- KINGSTAR
- OASIS

09.30 - 10.00 hrs CEST — **PTC Innovations from India**
- Global PTC Study India, By Michiel Droog, CINET project Manager
- Introduction by Mr. Anup Poddar, DLAI, India
- GEI Laundry – Mr. K. J. Girijesh

10:00 - 10.15 hrs CEST — **Global PTC Strategy Study – Roadmap 2050**
Introduction & Accountability
By Mr. Michiel Droog, CINET Project Manager

10.15 - 11.00 hrs CEST — **Talk 1: Hygienically Clean Textile Services; Why, Who, What, How & When**
- Global PTC Study Hygienically Clean, By Mr. Michiel Droog, CINET Project Manager
- Why & How: Mr. Andreas Fastenau, Leo System Germany
- What & When: Mr. Rakesh Sharma, Quick Smart Wash Laundry India
- How & When: Ms. Kang Lihong, Xinyuan Medical Textile China

11.00 - 11.20 hrs CEST — **Talk 2: Energy; Availability & Savings on Short- & Long-Term** By Mr. Geert Böttger

11.20 hrs CEST — **Coffee & Tea Break**

11.45 hrs CEST — **Talk 3. Sustainability & Circularity in PTC**
- Introduction by Michiel Droog, CINET project Manager
- Mr. Alexander Seitz, Seitz
- Jash Dalal, The Laundry Concierge India
- Mr. Christopher White, ABC Group USA
- Paolo Schira, Electrolux Professional Sweden

12.45 hrs CEST — **Lunch Break**



Room R5

13.30 - 14.05 hrs CEST

Talk 4: SMARTER Digital, AI & IT Supporting Business Services

- Global PTC Strategy Study: Innovation, IT & AI
- Introduction by Mr. Michiel Droog
- Mr. Max Ziermann, Sankosha | Böwe
- Mr. Andre Tienemann, Kannegiesser

14.05 hrs CEST

Coffee & Tea Break

14.30 hrs CEST

Talk 5: Business Modelling – Profitable Growth and Innovation in PTC

- Global PTC Study , By Mr. Michiel Droog, CINET Project Manager
- Mr. Christoph Richter, Kreussler
- Mr. Fabrice Shoshany, Netexial
- Mrs. Julie Lijun, Fornet
- Mrs. Jan Barlow, Jan Professional Cleaners

15.30 hrs CEST

Talk 6: Labour – Winning the War for Talent in PTC

- Moderator: Mr. Geert Böttger Germany

Panellists:

- Mr. David Crouse Canada
- Mr. Patrick Vlooswijk NL
- Mr. Léon Wennekes NL

16:00 hrs CEST

"The Africa Business Case"

- Moderator Mr. Peter Wennekes
- Introduction by Mr. Michiel Droog
- Mr. Faycal Belaroussi Africa
- Mr. Jean Michel Ndoussa Cameroon
- Mr. Eniibukun Adebayo Nigeria
- Mr. Arno Tchande Cameroon
- Mr. Frederic Whecler CINET

16.45 hrs CEST

Coffee & Tea Break

17:30 hrs CEST

Presentation of Country Participants & Delegations

18.30 hrs CEST

MEET & GREET

19:30 hrs CEST

End of Day 1 Program

20:00 hrs CEST

Dinner for VIPs, Delegates, Participants and CINET Members (reservation required)

Program Outline GBPA26 Milan

Day 2: Friday October 23, 2026

08:30 hrs CEST

Welcome & Opening of Global Best Practices Awards 26
By moderator Mischa van den Broeck

08.32 - 10.15 hrs CEST

Seminar: New PTC Technologies – AI, IT & Robotisation

- Introduction by Moderator
- Mr. Mads Anderson – JENSEN / INWATEC
- Mr. Marco Niccolini – Renzacci
- Electrolux Professional
- Mr. Frank Ziermann – BÖWE
- Mr. Alexander Seitz – SEITZ
- Mr. Max Ziermann – Sankosha
- Mr. Christoph Richter – Kreussler
- Mr. Felix Göhner – Kannegiesser

10.15 - 11.00 hrs CEST

Artificial Intelligence: How AI Makes Your Business More Successful!
Introduction by Moderator Mr. Léon Wennekes

- Mr. Amos Rossman, CINET
- Mr. Michiel Droog, CINET
- Mr. Rachit Ahuja, CINET
- Mr. Lei Pai, Fornet
- Mr. Anup Poddar, DLAI
- Mr. Jad Halaoui, Washmen
- Mrs. Eva Maria Sriulina, ASLI
- Mr. Patrick Vlooswijk, Vendrig
- Mrs. Dawn Avery, NCA
- Mr. Stéphane Cohen, Hublo
- Mr. Bley, Sewts

11.00 hrs CEST

Pitch Presentations: Industrial Textile Services (ITS)

12.00 hrs CEST

Lunch Break

12:30 hrs CEST

Pitch Presentations: Launderettes / Laundromats

13.30 hrs CEST

Coffee & Tea Break

13.45 hrs CEST

Pitch Presentations Retail Textile Cleaners (RTC-SME)

14.45 hrs CEST

Coffee & Tea Break

15:00 hrs CEST

Pitch Presentations: Retail Textile Cleaners (RTC-Big)

16.00 hrs CEST

Coffee & Tea Break



Room R5

16.20 hrs CEST	**Presentation of Official Nominees Awards & Certificates**
17.00 CEST	**Country Flag Ceremony and Presentation of Country Awards 2026** Presentation of the Country Awards following the same ceremony procedure
17:30 hrs CEST	**Official Presentation of the Global PTC Strategy Study – Roadmap 2050**
18.00 hrs CEST	**Presentation of Entrepreneur Awards, Sustainability Awards, Innovation Awards and Overall Awards in All Categories**
18.45 hrs CEST	**Warm Thanks to Volunteers, Country Coordinators and Board Members**
19.00 hrs CEST	**CINET Network Platform: Shaping the Future of PTC by: Mr. Léon Wennekes**
19.30 hrs CEST	**Cocktails & Bites**
20.00 hrs CEST	**Official GBPA 2026 Dinner Buffet (reservations required)**
22:00 hrs CEST	**Closure of Event**





Presentation “FROM WASH TO WORTH”

Global PTC Strategy Study Reports

Available from 24 October 2026 For Free (2 Reports)

CINET will make the individual reports of the Global PTC Strategy Study – Roadmap 2050 available from 24 October 2026. The Global PTC Strategy Study provides an international overview of the developments that are expected to shape the Professional Textile Care industry towards 2050. The study brings together insights from hundreds of professionals, experts and organizations from areas worldwide and focuses on the major strategic themes affecting the PTC industry.

Key topics include demographic developments, economic conditions, labour, energy, sustainability, innovation, digitalization, artificial intelligence and future business models. Together, these themes provide a broad perspective; A Roadmap 2050 for Global Professional Textile Care Markets, covering 80 countries, 10 areas and one global report: “FROM WASH TO WORTH”.

Each available report will be provided together with corresponding presentation sheets, offering a comprehensive overview of the main findings and conclusions.

Ordering & Pricing

CINET Members, GBPA Participants and professionals that provided input for the study will receive 2 reports of their choice FOR FREE by email. Additional reports can be ordered individually at a price of €95,- each or CINET Members pay €75,- each, excluding VAT, including accompanying presentation sheets.

Reports can be ordered individually through the CINET Secretariat. Requests can be submitted by email to cinet@cinet-online.com. The CINET website provides an overview of all the available reports. Distribution will start after the official presentation at GBPA 26 on October 23rd, 2026.

With the Global PTC Strategy Study – Roadmap 2050, CINET aims to make international knowledge on market and perspectives worldwide available to the industry, to support Professional Textile Care organizations preparing for future PTC opportunities.

For further information, please contact the CINET Secretariat:

cinet@cinet-online.com

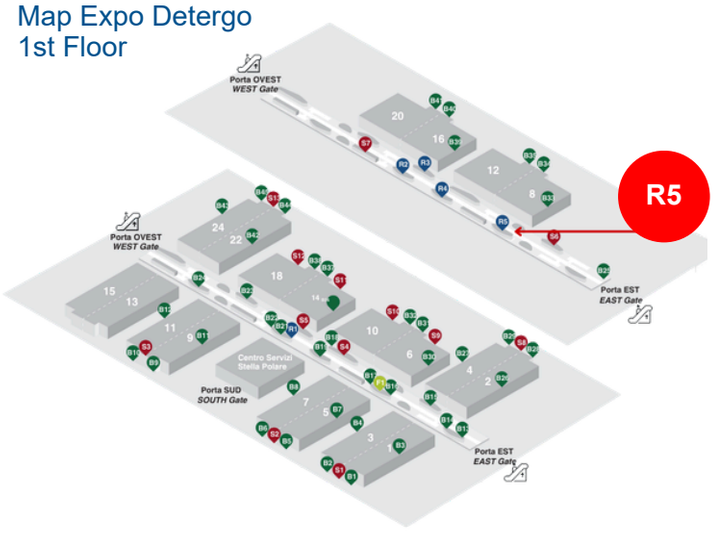
Click here for the Order form!

Where and When?

The Official Presentation of the First Global PTC Strategy Study, ROADMAP 2050 October 23, 17.30 hrs CEST Gate East Hall, (first floor), Room R5 at the EXPO Detergo Fiera Milano Italy. PTC Professionals are kindly invited. The session will also be streamed live and can be followed by the CINET website and YouTube.

FROM WASH TO WORTH

Map Expo Detergo
1st Floor



The Launch

This launch marks the beginning of an extensive programme of further research, strategic exploration and international dialogue, aimed at strengthening the industry's understanding of future developments and supporting its sustainable growth towards 2050 and beyond.
The CINET ROADMAP 2050 STUDY: From Wash to Worth — shaping the future of Professional Textile Care.

The Presentation

CINET President Mr. Peter Wennekes, will present the first copy of the Global Professional Textile Care Study Report to Mr. Paolo Cartabbia, President of the Itallian umbrella association Assofornitori, accompanied by Mr. Enrico Cartabbia and EXPO Detergo President Mr. Livio Bassan.



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- Viva EcoCare
  Detergentforthe care of particularly delicate fabrics
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  Soft-handleagent for a pleasantly soft, fluffy feeling



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  finishingforimproved ironability and optimal wearability

The laundry products in the certified EcoCare range:



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- Viva Milox
  effectiveand gentle special bleaching agent and a component of the Envia system

Meet & Greet 2026

International Networking at Its Best!

CINET invites Official Nominees, Jury Members, VIP Guests, Country Coordinators, International Suppliers and CINET Members to the GBPA 2026 Meet & Greet at EXPO Detergo, Fiera Milano, Room R5, on Thursday, 22 October 2026.

A Special Welcome Meet & Greet

This session provides opportunities to meet participants and experts from across the global professional textile care industry. Country delegations will be introduced, followed by informal networking and personal conversations.

Programme:

17:30 hrs CEST Introduction by Moderator Mr. Mischa van der Broeck

17.35 hrs CEST Welcome by Mr. Peter Wennekes CEO/President of CINET

17.40 hrs CEST Personal Introduction by Country Coordinators.

18:30 hrs CEST Official Delegates & Guests Dinner (reservations required)



Part 1/2



Interview
Mr. Martin Rauch – Jensen Group

1. **Could you please provide a brief description of the current product lines in robot technologies Jensen is supplying?**

The laundry industry has entered a new era in which technology can take over most of the production process without human interaction, transitioning from an industry involving a lot of manual work to a place where fewer people work in more attractive and healthier workplaces. JENSEN is continuously pioneering groundbreaking approaches, inventing and implementing radical innovations that automate the majority of laundry processes. Already six years ago, JENSEN introduced the automation of the soil sort with robotics and AI through its partner Inwatec – with a tremendous impact on the laundries' profitability and sustainability. Now, this technology is already a proven standard in many laundries worldwide, with installations in Europe, the United States, Australia, and beyond.
The BLIZZ robot feeds towels of different sizes into the JENSEN Butterfly terry folder without any human intervention whatsoever. GREIT, the modular stack storage system for flatwork, links the folder with the logistics area. The intelligent Jenway transport and sorting system then handles the last mile of the automated solution.
Utilizing robots to outsource strenuous work and repetitive tasks has numerous sustainable benefits: a safer, more pleasant work environment, reduced energy consumption thanks to an optimized workflow and production optimization, plus extended lifespans of textiles and equipment that do not get damaged by unwanted objects. More attractive, efficient, autonomous, sustainable, and digital – when a laundry embraces automation in all areas, the benefits are clear. Automation makes Laundry 2.0 an innovative workplace where talented staff actively help shape the future and add value. After all, one thing is clear: We are merely at the start of an extremely exciting development.

2. **The last couple of years we have seen major changes in market demand and customer requirements. In what way Jensen is enabling industrial textile service companies to provide faster and more high quality processing at lower cost?**

Our state-of-the-art equipment, fully automates processes like sorting, washing, and folding, drastically reducing manual handling and boosting production speed. By optimizing workflow, laundries can process higher volumes in less time. We integrate robotics across various stages, ensuring consistency and precision. This improves the output quality and also reduces the margin for human error, guaranteeing more reliable results and longer textile life cycles. Smart solutions and the internet of things are opening up great new perspectives for heavy-duty laundries.
As the preferred one-stop-shop supplier to the heavy duty laundry industry, JENSEN-GROUP has a longstanding tradition of integrating sustainability aspects in the machine development and in the way it is doing business. With our CleanTech concept, which already has been implemented in 2008, we aim at increasing the competitiveness of our customers, and at the same time, its sustainability. Our focus on energy-efficient machines, reduces water and energy consumption, which significantly lowers operational costs. With the creation of Gotli Labs, a large dedicated organization with experts from both JENSEN and ABS, we confirm our focus on the development of innovative new solutions. This data-driven approach allows for continuous optimization of processes, leading to faster turnaround times, improved quality, and cost-effective operations.

3. **Is that for all sectors more or less alike, or are there big differences?**

While the core principles of automation, efficiency, and sustainability apply across all sectors we serve, there are specific needs and challenges unique to each industry. For instance, laundries in the healthcare sector prioritize hygiene and precise handling of medical textiles, where our solutions like the UniQ tunnel washers ensure impeccable cleanliness with low water consumption. JENSEN tunnel washers are known for their enormously low water consumption: the record value is 1.6 l/kg linen or 0.19 gal./lbs. The short transfer time of only four seconds also contributes to sustainability: Thanks to an at least 50% shorter transfer time compared to conventional tunnel washers and the adjustable swivel angle of up to 285 degrees, you can increase your production by several hundred tons of linen per year with a JENSEN tunnel washer. In the hospitality industry, speed and quality are paramount to meet the high turnover of linens, and systems such as our high-capacity flatwork finishing technology deliver impeccable results rapidly. Moreover, industrial laundries handling workwear face unique requirements for durability and consistent quality, which is where our garment finishing technologies excel. Through our segmented approach, we tailor solutions to meet the distinct operational demands of each industry, whether it's garments, mats, or linens. Our continuous innovation and focus on data-driven optimization allow us to adapt to these diverse requirements while maintaining our commitment to high-quality output and reduced operational costs for every sector we serve.

4. **Is the "State of the Art" today also for small companies offering viable ROBOTIZATION solutions?**

Advances in technology have made sophisticated automation accessible and affordable across various business sizes. Whether a laundry processes 10 tons, 30 tons, or 100 tons of articles a day, our solutions are designed to fit. For instance, to automate the soiled side sorting process, we offer a variety of modular products that integrate seamlessly into sorting systems. These include advanced features like foreign object detection and automated separating, classifying, and sorting of textiles. Our products are customizable to meet specific customer needs, enabling small and large operations alike to enhance efficiency, improve accuracy, and reduce labor costs. With modular and scalable systems, even smaller businesses can leverage cutting-edge technology to optimize their processes and remain competitive.

5. We have seen major break troughs in sorting for folding of towels and other products, new steps in sorting of linen and logistics, etc. Are these meanwhile fully operational?

Yes, many of the breakthroughs in sorting, folding, and logistics that we have developed are already fully operational and delivering significant benefits to our customers. For instance, our automated towel folding systems, such as the renowned Butterfly, are in use worldwide, enhancing productivity and ensuring consistent, high-quality folding with minimal human intervention. The BLIZZ robot seamlessly feeds towels of various sizes into the JENSEN Butterfly terry folder without any manual input. GREIT, our modular stack storage system for flatwork, connects the folder with the logistics area, while the intelligent Jenway transport and sorting system manages the final stage of the automation process. Our solutions are operational and continuously evolving to meet customer needs, integrating the latest advancements in automation and data-driven technology to optimize performance. Many laundries are already experiencing faster turnaround times, improved quality control, and cost reductions thanks to these innovations.

6. **The increase of effectiveness of robots seems to be really high in some area's. At what type of applications this is already up standard and in what area's do you foresee further innovations and improvements the coming years?**

We are convinced that one day, robots in the reception area of the laundry will be as standard as a tunnel washer or an integrated finishing line.
Developments are progressing rapidly, and AI will further increase the performance of laundries. However, replacing humans still proves to be a challenging task, given the smart combination of body and brain. Robots, on the other hand, only do what they are told to do, and that is why the best people are needed to build intelligent robots. With their brains at hand, a laundry can start working with artificial intelligence.
AI means the construction of a computer designed to function like a small brain. Teaching it involves feeding a significant amount of relevant data paired with the correct solutions. The computer gets smarter as it learns more types of patterns. A notable example is the HEIMDAL.Camera, a system dedicated to visual sorting and primarily used for unmarked garments in laundry processes.

Recent advancements in AI mostly occur when we use particular input data to create a quick and straightforward response. If an ordinary person can perform a mental task in less than a second, it is probable that we can automate it now or in the near future with the assistance of AI. These machines enable laundries to handle more complex and specialized tasks. Robots take over repetitive duties, allowing human operators to manage customer-related responsibilities.
The laundry industry is stepping into a new era where technology can manage the majority of production processes without human involvement. In collaboration with our partner Inwatec, the JENSEN-GROUP is actively shaping the future of the laundry industry. These cutting-edge innovations in robotics and artificial intelligence increase both, the IQ and productivity in laundries.

7. **Investments in automation and integrated processing is of course also a cost calculation based upon a comprehensive analysis of processing flows, volumes, quality specifications, functionalities, as well as flexibility requirements. How does this picture look like for different types of companies. Market segments?**

The decision to invest in automation and integrated processing depends on a variety of factors, including processing volumes, workflow complexity, quality standards, and flexibility requirements. At JENSEN-GROUP, we work closely with our customers to conduct a thorough analysis of their specific needs to determine the most cost-effective solutions.
For large industrial laundries handling high volumes, automation offers clear advantages by increasing throughput, reducing labor costs, and ensuring consistency in quality. In sectors like healthcare, where hygiene and compliance with strict regulations are crucial, the investment in automation, such as hygienic barrier washers and automated sorting systems, quickly pays off in terms of operational efficiency and reliability.
In the hospitality sector, speed and the ability to handle large volumes of linen efficiently are key drivers for automation. Our advanced flatwork finishing systems ensure high-quality linen processing with optimal energy consumption. The cost-benefit analysis in this market focuses on balancing quick turnover with reduced energy and water usage.
Ultimately, our approach is tailored to each market segment, ensuring that automation enhances the performance and is at the same time aligned with the company's financial objectives and market needs. Whether it's large-scale installations or more targeted, modular automation, we ensure that our solutions provide long-term value across various sectors.

Interview continuous on page 44



Dirk Berges – “Robotics Will Transform Laundry Operations — But It Needs a High-Performance Foundation”

Automation, artificial intelligence and sustainability are shaping the future of professional textile care. Yet, in the view of Dirk Berges, Head of International Sales and Member of the Group Management Team at Kannegiesser, industrial laundries will not be redefined by robots alone. In conversation with Geert Böttger of CINET, Berges explains why performance, process control, intelligent sorting and long-term service support must work together.

CINET: Looking ahead five to ten years, which technological development will have the greatest impact on industrial laundries?
Robotics will bring about the greatest change. Artificial intelligence is closely linked to it, because in many applications modern robotics only works with machine vision and AI. But it would be too narrow to speak about robotics alone.
We must pay equal attention to the core technologies: washing, water extraction, drying and finishing. Productivity, energy efficiency and reliability will continue to improve in all of these areas.
Many people talk about the fully automated laundry. It is an important vision. But, ultimately, what matters to the customer is whether an installation runs reliably, achieves a higher net output with fewer employees, processes textiles to the required quality standard and saves energy at the same time.



You use the term “performance”. What does it mean in this context?
For us, performance means much more than machine speed. A machine may have a high peak output on paper. But it is only truly productive, if it runs reliably in day-to-day operation, causes few disruptions, works smoothly with the upstream and downstream processes, and delivers the required quality.
Performance therefore includes several dimensions: productivity, output, quality and availability. Productivity may mean, for example, that a laundry can achieve with two employees what previously required four persons. It also includes careful textile handling and the technical quality of the machine itself. If an installation is frequently at a standstill, even the highest theoretical output is of little value.

A common view is that “software leads and robotics follows.” Are planning, process control and data analytics developing faster than fully automated textile handling?
I agree with that. Many software solutions are already today ready for use. With our Smart Flow system for example, we control and visualise
processes in laundries, including facilities that are not yet fully automated. Employees can see, for example, what type of laundry is coming out of the dryer, how it needs to be sorted further and which orders are contained in which laundry cart. Tickets, screens and scanners ensure that the relevant information remains available throughout the entire process.
Smart View, in turn, connects the machines and collects operational data. This allows a laundry to identify where disruptions occur, where waiting times arise and where performance is not yet optimal. The aim is to align people and processes more effectively. One employee may be particularly effective when feeding towels, while another may be better deployed with bed linen or in the soil-sort area.

So data first creates transparency before it becomes the basis for further automation?
Exactly. Without transparency and a well-organised material flow, even the best automation will not reach its full potential. Data shows where laundry is waiting, which machine is not being supplied optimally or why a line is not achieving its expected net output. That is the basis for making the right investment decisions.
Robotics also requires reliable information about the textile: What is in front of the machine? What size is it? Which customer or order does it belong to? Where must it go next? Software, sensors, machine vision and mechanical systems all have to work together.

What role does artificial intelligence already play at Kannegiesser today

Machine vision is particularly important. Sorting is one of the major challenges in every laundry. People can immediately recognise whether an item is a sheet, a duvet cover or a towel; whether it is white, green or blue; and what size it is. Replicating that capability technically is demanding.

That is why we are working with automated soil-sort systems based on optical recognition. This also works without RFID. RFID is very helpful for the precise identification of textiles, but many laundries do not yet use chipped textiles throughout their operations. We therefore need systems that can recognise individual items optically. AI can learn to assign characteristic features. For example, a coloured identification thread in a hem may indicate that an item is a king-size sheet. The system can then route that textile to the appropriate sorting destination.

Is this relevant only for incoming soiled laundry?

No. Recognition is equally important in the clean-laundry area. When laundry leaves the ironer, camera technology can determine what type of item it is. The system can distinguish, for example, between a king-size and a single duvet cover and place them on the appropriate stackers. At the same time, machine vision can contribute to quality control.

AI will therefore not be limited to the start of the process. It will run through the entire laundry operation: from sorting and process control to quality assessment and energy-optimised machine control.

Can you give an example of intelligent control already having a measurable effect on machinery?

One example is our dryer technology with the "Eco to Power" concept. It is an intelligent control loop that dries laundry close to its saturation limit. The system aims to determine as precisely as possible when a batch of laundry is actually dry. The objective is to achieve short drying times while using as little energy as necessary. Towards the end of the process, the burner flame is almost switched off. Energy is therefore not supplied as a fixed standard amount, but only to the extent needed. We have been using intelligent control approaches of this kind for many years. In the future, artificial intelligence and self-learning systems will play an even greater role in machine technology as well.



Is the main issue technical feasibility, or is it primarily economic viability?

The two are closely connected. Many things can be developed technically. But a solution must also work reliably and be economically viable. Highly complex robotics for bed linen can become very expensive, so the return on investment must remain justifiable for the operator. However, labour shortages will change that calculation. In some countries, laundries already struggle to find employees. In those markets, they sometimes have little choice but to invest in automation and robotics. In markets with lower labour costs or sufficient staff, the same investment may pay back much later.

Alongside robotics and digitalisation, you identify sustainability as a decisive future issue. Where do you see the most important levers?

We look at this in three stages. The first is energy-efficient machinery. Before an operation considers photovoltaics, hydrogen or other primary energy sources, it should ensure that its washing, drying and finishing technology is operating as efficiently as possible.

The second stage is the process itself. If an ironer is running for ten hours but laundry is only being fed into it for six hours, then energy is being consumed for four hours without corresponding value creation. The same applies to washing systems, dryers or folding machines running empty. This is why process control is also a sustainability issue.

And the third stage?
The third stage is primary energy supply: heat pumps, hydrogen, renewable electricity or other solutions. Much depends on regional conditions. As a machinery manufacturer, we can advise customers and take the necessary interfaces into account. But energy generation and heat supply are specialist fields in their own right. From our perspective, the sequence should be clear: first make the machinery efficient, then optimise the processes consistently, and only then address the question of which primary energy source should supply the operation. Otherwise, there is a risk of connecting a new energy source to an inefficient process.

When we talk about robotics, how close is the industry really to the fully automated laundry?
That depends on how you define “fully automated”. If it means that unsorted laundry enters at one end and emerges fully folded at the other without any human intervention anywhere in the process, then there are still challenges to overcome. Today, we can already realise highly automated laundries. However, human input will remain necessary in certain areas for the time being.
We have progressed far with terry goods. Soiled laundry can be sorted automatically, and in hotel laundries the terry-goods area can be automated to a large extent. Flatwork is more difficult: sheets, duvet covers and pillowcases are large, flexible and often difficult to grip reliably. Separating these items from a batch, picking them up correctly, spreading them out and feeding them automatically into a feeding machine is technically very complex.

What should industrial laundries invest in if they want to remain competitive over the next five years?
First, the basic technology must be right. A productive, energy-efficient machinery park and well-coordinated processes are the foundation. Beyond that, priorities depend strongly on the market in question.
In regions where laundries are still building up or modernising their technical capabilities, modern core equipment, reliable system integration and improved energy efficiency are often the main priorities. This may apply, for example, to parts of South America or Southeast Asia. There, the next major step is often to establish a continuous, productive and stable process in the first place.
The situation is different in established markets. Energy efficiency and sustainability remain important, but the most immediate economic pressure often comes from staffing. Rising labour costs and a shortage of workers mean that automation, robotics and digital process control are becoming even more central.

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Does this also make the relationship between supplier and customer more important?
Absolutely. A laundry installation is not bought for one or two years. The investment decision may be made within a few months, but the customer will live with that decision for 15 years or more. Throughout that period, the installation must operate reliably in one-, two- or three-shift production. As systems become more complex, long-term support becomes increasingly important. In the past, people often spoke of after-sales service. That is no longer enough. Customers need spare parts, maintenance, competent technicians, digital support and a supplier that accompanies the installation throughout its operating life. Availability is a key economic factor for every laundry. A production machine that is standing still does not generate revenue.

How is Kannegiesser putting this ambition into practice internationally?
We are continuing to expand our worldwide service organisation. This applies not only to Germany and Europe. In many markets, we work with experienced and well-trained partners, establish regional service hubs and aim to develop new markets with a viable service structure from the outset.
This is particularly important in international expansion. Selling a machine is only the first step. What matters is that it still operates reliably years later and that the customer receives prompt support when needed. Service, local technical expertise and a long-term approach to customer support will therefore become just as important as the next innovation in robotics or artificial intelligence.







Change Creates Opportunity
Alexander Seitz - Owner - Seitz

After more than thirty years in professional textile care, I remain optimistic about its future. There are real pressures on the industry, but there is also growing demand for what we do. The opportunities are shifting.

From our perspective as a global supplier of chemicals and process solutions, the picture is mixed.
Traditional retail textile care is consolidating in many markets, while launderettes, on-premise laundries and larger operations are expanding. Uniforms and protective workwear offer further potential, particularly where specialist knowledge and reliable processes matter.

Customer service remains central to success. Convenience, consistent quality and clear communication all influence whether someone returns. Digitalization is becoming an important part of that experience: online ordering, garment tracking and reliable information about collection or delivery can make professional textile care easier to use.

For me, digitalization is one of the most significant opportunities ahead. Its potential reaches well beyond customerbcommunication. Connecting orders, production, dosing systems and logistics gives businesses a clearer view of their operations. Better data can help identify unnecessary consumption, organize workloads and understand the cost of a service. Automation can reduce routine tasks, leaving employees more time for work that requires experience and judgement.

Smaller businesses increasingly have access to tools that were once available mainly to large operations. Progress can start with a single practical improvement and develop from there. Close cooperation between textile care businesses, equipment manufacturers and chemical suppliers will help these systems work together.

Sustainability is closely linked to this development. Extending textile life is already a strength of professional care.

Measuring and reducing water, energy and chemical consumption can strengthen that contribution while improving operating costs. Digital process control gives us better information to support both aims.

People remain essential. Technical skills and experience take time to develop, while digital systems bring new skills into the business. Digital systems also require new skills. Training and the exchange of practical knowledge can help teams make good use of these changes. Associations have a useful role in making proven approaches available across the industry.

The future will differ by market and by business. Some will grow through specialist services, others through convenience or more efficient operations. That variety gives me confidence. Professional textile care has room to develop. Change creates opportunity

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Paolo Schira, President & CEO, Electrolux Professional Group

Since May 2026 Paolo Schira has been President and CEO of Electrolux Professional Group. He joined the company in 2006 and led Business Area Laundry before taking up his current role. Electrolux Professional Group is one of the leading global providers of laundry, food service and beverage solutions for professional users, with sales in more than 110 countries.

1. Would you agree that market demand for the next decades is quite attractive, and that it is up to the PTC industry to offer good solutions?
Yes. The demand is there. What remains to be seen is whether we, as an industry, deliver.
I joined Electrolux Professional in 2006. Back then, customers asked about productivity and cost. They still do. Today they also ask about water, energy, chemicals, and who will run the machines tomorrow.
The drivers behind our industry are getting stronger, not weaker. Textiles need to last longer. Resources must be used more carefully. Businesses must do more with fewer people. Each of these plays to the strengths of professional textile care.
What decides who wins is simple. A good solution pays back in the customer's own numbers: cost per kilo, uptime, and resource savings that can be verified. Technology that does not show up in those numbers is just a brochure.
That is the thinking behind Generation 7000, the new laundry platform we launched in September 2026. I am convinced it is one of the most significant steps our industry has taken in many years. But that is not for me to declare. Our customers will judge it in their own numbers. That is exactly the test we designed it for.
That is the standard we hold ourselves to, together with the dealers and service partners who sell, install and maintain our equipment in more than 110 countries.

2. Which factors would you say will have the most effect on our industry over the next 25 years?
Three. And they reinforce each other.
The first is sustainability. Twenty years ago it was a differentiator. Today it is an expectation. Tomorrow it will be a license to operate, written into regulation and into every tender.
The second is labor. In almost every market I visit, operators tell me the same thing: finding and keeping skilled people is getting harder. That includes the technicians who keep machines running. Automation and connectivity are no longer optional.
The third is data. Machines are moving from performing a task to reporting on it: what they consumed, how they performed, and when they will need attention. That changes how a laundry is managed.
Together, these three shift the conversation from the machine to the full life of the installation. Customers will judge us less on the day of purchase and more on the years that follow.

3. Sustainability and circularity offer great opportunities. Do you agree, and do you feel the industry can take advantage of them?
Strongly. Our industry practiced circularity long before the word became fashionable.
Every day, professional textile care extends the life of garments, uniforms and linen. That is circularity in practice.
I have watched this change from the inside. In 2005, our lagoon® wet-cleaning system became the first to be endorsed by The Woolmark Company for delicate wool garments labeled dry-clean only. Many saw wet cleaning as a niche then. Today, lagoon® Advanced Care can replace a dry-cleaning machine one for one. Independent tests by the Hohenstein Institute show results on par with solvent cleaning.
The next step is to apply the same logic to the machines themselves. In April 2026 we launched R+vive, our first remanufactured commercial washer. Used machines are taken back, fully disassembled and rebuilt in our Ljungby factory in Sweden to the standard of our current Line 6000 range. They are tested for 30,000 cycles and carry our warranty. Their circularity score is more than double that of an equivalent new machine.
This is only possible because we made our washers modular back in 1999. Circularity is decided at the drawing board, decades before the machine comes back. Our take-back program across Europe now gives operators and dealers a reason to return older machines instead of scrapping them.
The challenge for all of us is visibility. We must prove the value of longer textile life, and longer machine life, with data that customers, brands and policymakers can trust. Measure, verify, then tell.

4. We foresee that machines will eventually take over the work of people almost completely in the PTC industry. To what extent do you see that happening by 2050?
Much more of the work, yes. Almost all of it, no.
By 2050, sorting, loading, dosing, process control, quality checks and logistics will increasingly be handled by intelligent systems. Automation now pays back against the cost of labor. More and more, it will be built into the equipment itself rather than added on top.
But successful laundries will not be people-free. Every wave of automation I have seen moved people to more valuable work. It did not remove them.

The best businesses will still need professionals who understand their customers, run complex operations and make the call when something unexpected happens. The same holds for service. Connectivity already lets a technician see a machine's status remotely. The goal is that the right technician arrives with the right part, the first time. That makes the technician more valuable, not less. Technology should take away the repetitive and the physically hard work. That is why our new Generation 7000 machines carry a 5-Star ErgoCert rating: they are designed to reduce strain, fatigue and repetitive movements for operators. They are designed for service partners too. Generation 7000 brings a new approach to modular design, built on fundamentally fewer and standardized components. The result is equipment engineered for maximum durability and uptime, and simpler to maintain. Judgment, expertise and relationships will remain human.



5. Do you believe the development of more circular textiles will block the trend towards more advanced textiles with special functionalities?
No. The two will move together, and professional textile care is where they meet.
Demand for functional textiles will keep growing: protective workwear, high-visibility garments, technical fabrics for healthcare and hospitality. At the same time, every one of these products will have to last longer and become easier to recycle.
Combining performance with circularity is first a challenge for textile makers. But it does not end at the factory gate. A functional garment that loses its function after a few dozen washes is not circular. It is waste with a delay.
That puts the care process at the center. Every new fiber, coating or membrane needs a process that cleans it without damaging what makes it special. That is why our own textile specialists develop the wash programs in our machines, and why gentle, water-based processes like wet cleaning matter more as textiles become more advanced.
Innovation will let both trends progress. Our industry decides whether the garment keeps its promise over its whole life.

6. Which technologies are most critical to achieve a "closed loop" in processing for specific clients?
No single technology will do it. The closed loop comes from combining several, and from measuring all of them.
A true closed loop needs water recycling, heat recovery, precise chemical dosing and process automation. Each exists today in some form. The gain comes from making them work as one system, tuned to the client. A hospital laundry has different priorities from a hotel or a workwear provider.
The piece most often underestimated is data. You cannot close a loop you cannot measure.
Operators will need to see consumption per cycle in real time, adjust processes automatically, and prove their environmental and hygiene performance to their own customers. Our OnE Connected platform already does part of this. It brings washers, dryers and ironers onto one platform and tracks time and temperature in every cycle.

Laundry managers, detergent partners and service technicians work from the same view. In healthcare, hygiene compliance becomes a record, not a promise. Generation 7000 takes this a step further. Its Adaptive Cycle Process automatically adjusts water, detergent and energy to the actual load. And the machines receive software improvements over the air through OnE Connected, so they keep getting better after they are installed.
And it must be secure. Connected equipment is only valuable if the customer trusts how the data is handled. That is why OnE Connected is built on the ISO 27001 information security standard.
The closed-loop laundry of the future will be as much about information as about machines.



7. In which PTC market areas will these trends move fastest?
Healthcare first, then hospitality and workwear. Each for a different reason.
Healthcare moves fastest because hygiene is not negotiable. Infection control, traceability and sustainability targets all point the same way: validated processes, documented for every cycle.
Barrier washers that physically separate soiled and clean linen are already standard in many hospitals. Connected process records will become standard too.
Hospitality moves fast because of labor. Hotels need more output from fewer people, and their guests and owners expect visible environmental performance. Compact, automated, easy-to-operate on-premises laundries will win there.
Workwear and industrial laundries move fast because of scale. When you process tons of textiles a day, every percent of water, energy or chemicals saved, and every hour of uptime gained, goes straight to the bottom line. Automation and data pay back fastest where volumes are highest.
The common thread is simple. The trend moves fastest wherever the customer can measure the benefit.

8. Emerging markets such as India, Indonesia, the rest of Asia, South America and Africa will show accelerated growth. Do you agree?
Yes. And they have the chance to skip a generation. Urbanization, a growing middle class, expanding healthcare systems and new hotels are creating demand for professional textile care across Asia, Africa and Latin America.
The opportunity is to build modern infrastructure from the start. A city that is only now opening its first professional laundries does not need to go through the solvent era. It can go straight to wet cleaning, efficient water use and connected equipment, much as many markets skipped the landline and went straight to mobile.
The constraint is rarely the machine. It is people: trained operators and trained technicians. Equipment without a service network behind it is a risk, not an investment. Training for operators, dealers and service partners has to grow at the same pace as installations.
Solutions must also fit local realities: water quality, energy costs, climate and skills. We sell in more than 110 countries and manufacture in Thailand, China and Japan. That proximity teaches us one thing every day: affordable does not have to mean outdated.

9. Will Europe be able to maintain its current leadership in sustainability and circularity?
Yes, if it earns it. Regulation alone will not be enough. Europe has been the driving force. Its rules on chemicals, energy and circularity pushed the whole value chain to innovate, and European manufacturers and laundries have responded.
But rules set the floor. They do not create leadership. Leadership comes from turning sustainability into something customers want to buy, because it lowers their costs and they can prove it. That is the test Europe has to keep passing.
Other regions, especially in Asia, are moving very quickly, with speed, scale and ambition. That is healthy. Competition makes all of us better.
Our laundry platforms are designed in Ljungby, Sweden, our global laundry R&D center, and sold worldwide. I am confident Europe will keep a leading role if it does three things: invest in innovation, prove impact with data, and stay open to learning from others.

10. What will the world of PTC look like in 2050?
Highly connected, highly automated, and far more resource efficient than today.
Energy, water and chemical use per kilo will keep falling. Many optimization decisions will happen automatically, inside the machine.
Machines will also live several lives. Designed to be remanufactured, upgraded and returned, they will stay in service far longer than today. They will be judged on what they deliver over that whole life, not on the day they are installed.
What I hope changes most is how society sees our industry. Professional textile care should not be seen simply as cleaning clothes. It should be recognized as essential infrastructure for the circular economy: extending product life, reducing waste and making better use of scarce resources.
The industry that proves this with data will earn that recognition. That is the greatest opportunity for all of us: manufacturers, dealers, service partners and operators, together.

Electrolux PROFESSIONAL

Voices of the Professional Textile Care Industry



Mr. Paolo Schira
Electrolux Professional Group



Mrs. Zhu Lijun
FORNET



Mr. Anup Poddar
BeePee Group



Mr. Chirag Bhatia
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Mrs. Yukonda Esparragoza
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Mr. Martin Rauch
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Mr. Suresh Bhatia
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Mr. Dirk Berges
Kannegiesser



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Mrs. Zarina Ismail
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List Of Official Nominees

RTC-BIG

USA	Door to door cleaners
	Embassy cleaners
Cameroon	FINESSE PRESSING SARL
Canada	Crouse's cleaners
France	Hublo
India	Cleanovo
	Laundrokart
	Greenv Clean Basics
Indonesia	ION Laundry
Malaysia	Drop & wash
Netherlands	Medoclean
Nigeria	CLEAN ACE SOLUTIONS LTD
UAE	Washmen

RTC- SME

Canada	Busy Bee Gold Dry Cleaners
India	The Laundry Concierge
	Synergy
	Queens Dryclean
	Draiklin
	Laundrynest
Indonesia	ME Corporation
	Orange Laundry
	Flash Clean Laundry
	Less Worry
Italy	Acquario Lavanderie
	Nuova Lavanderia
Malaysia	RBM AQUA SERVICES SDN BHD
	Prestige Wash
New Zealand	Regal Drycleaners

ITS

Argentina	Lavadero Berazategui SA
France	Netexial
Greece	Tsaknakis carpet cleaning
Hungary	Speedy clean service
India	Quick Smart Wash Private Limited
	Quick Clean
Indonesia	Barbie Laundry
Italy	Lig industial
Netherlands	Vendrig
Poland	Pralnia Opera Mydlana
Spain	Lavanderia Romeral

Self-Service

France	Archipropre Laverie
	Washin
Korea	Korea Laundry/WASHENJOY
Malaysia	RBM AQUA SERVICES SDN BHD
Indonesia	DEMO:
	Wooshlab
	Antina Laundry
	Laundry 24 jam
	JNV Laundry
	Jago Laundry

Global Best Practices Awards Program 2026

CRITERIA

Thenominees are evaluatedby an independent Jury and rewardedupon the following criteria:

1. **Quality**: Skills and knowledge are important to maintain professional textile care quality. A continuous quality that meets customers' expectations is of the utmost importance. Training & education and labor policy are the basis of quality. Certification, if available, can enhance the quality approval of a professional textile care company.

2. **Sustainability:** Implementation of best practices is the key for safe & sustainable processing in cleaning operations. Using state of the art equipment, modern cleaning concepts, optimal working methodologies, and integrated ICT processing enhances safe and sustainable professional textile care.

3. **Business model & Service concept:** Meeting customers' demands and expectations in a rapidly changing market environment. A clear business model for modern professional textile care is required to excel. The right services, contributing to the ease and convenience of end users/customers and fitting to the business model of the company. Modern business practices, Management & Marketing strengthen the performance of the company in a competitive environment.

4. **Innovation**: End users' markets and enabling technologies are changing and require innovations in services, implementation of new technologies, creative entrepreneurial efforts to cope with new (online) customer demands, legislation, and environmental requirements. Underline the innovations implemented by the PTC company to meet today's and tomorrow's demands.

5. **Key-note**: own explanation and substantiating why the company should win the award.

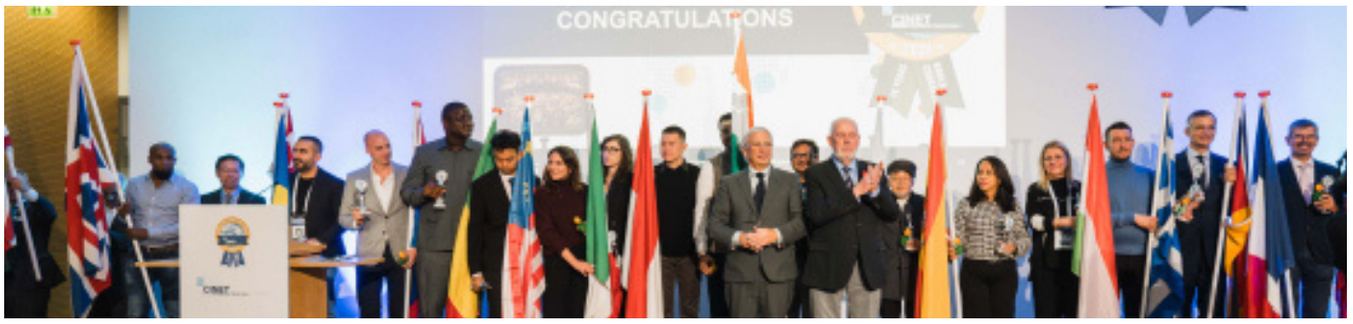
PROCEDURE

PTC companies were given the possibility to register in four categories: Industrial Textile Services, Launderettes / Laundromats and Retail textile Cleaning – sme, Retail Textile Cleaning - Big. For Greece, Indonesia, and India National Associations requested to organize a National Best Practices Awards in September. These events were organized successfully. The winners were invited to do a Pitch in the GBPAP 26 Final, October 23 2026.

The finalists will be reviewed once again by the international, independent GBPAP 26 Jury. They received all applications of the finalists for their personal evaluation, after signing a confidentiality agreement.

At the final the GBPAP 26 Jury, some 20 international PTC experts, will personally evaluate the selected Pitches. Each jury member will give max 20 points for one Criterium, with a maximum of 20 points per criterion and a maximum of 100 points per nominee. These points are counted for all, the highest score wins. Chairman of the GBPA 26 Jury for the 6th time is Mr. Geert Böttger.





Global Best Practices Awards 26

For Professional Textile Care (PTC) operations, quality, service, digitalization, innovation, and last but not least, sustainability are the key issues to meet customer demands. By inviting all the best practices experts, CINET intends to contribute to a modern and sustainable business model. Changing demands are demanding new innovations for PTC services, and so, PTC companies must stay ahead and embrace the future. The award program focuses on sustainability, digitization, and new business models, rewarding companies that excel in these important aspects to meet the changing demands.

With the 'power-to-be-successful' concept of the Global Best Practices Awards, the goal for the GBPA 2026 is to collect extraordinary professional laundry & dry cleaning showcases from around the world, which have a strong focus on innovations, digitization, and sustainability. These inspiring cases provide successful business models and innovations within the Professional Textile Care (PTC) market, representing the strength and future of PTC. From all over the world, nominees will compete for the prestigious awards on the **23rd of October 2026**, with 40 of the most extraordinary showcases.



Awards

- **Retail Textile Cleaning (RTC)**
  Sustainability - Innovation - Overall Best Practices
- **Industrial Textile Service (ITS)**
  Sustainability - Innovation - Overall Best Practices
- **BIG Retail (Franchise)**
  Sustainability - Innovation - Overall Best Practices
- **Self-Service / Launderettes**
  Sustainability - Innovation - Overall Best Practices
- **Young Entrepreneur**
- **Corporate Social Responsibility (CSR)**



Intro's Finalists Per Category

The Global Best Practices Awards (GBPA) 2026 will spotlight exceptional showcases in professional laundry and dry cleaning from around the world. Participants will address key challenges within Professional Textile Care, with a strong emphasis on sustainability, hygiene, digitization, and innovation. The event will explore topics such as B2B services, PTC consumer solutions, hygienically clean practices, and ground breaking innovations that are shaping the future of the industry, while also emphasizing the importance of fostering an attractive labor environment. There will be four categories in the competition: Industrial Textile Services (ITS), RTC-Sme, RTC-Big, and Self-Service & Launderettes highlighting the best in each segment of the PTC sector.

Category ITS



Lavadero Berazategui SA
Argentina

Refounding of its new platform

Lavadero Berazategui S.A. is an Argentine family business founded in 1987, specialising in textile hygiene services for the healthcare sector. Operating from its 6,100 m² plant in Buenos Aires, the company processes up to 30,000 kg of textiles daily for over 60 healthcare institutions, providing logistics and hospital-based linen management. As Argentina's first industrial laundry with full RFID traceability, 100% of its linen is equipped with UHF chips, enabling complete lifecycle tracking and online access to stock and movement data. Its technology includes automated uniform dispensing cabinets, in-house management software, customer integration APIs and real-time industrial telemetry.



Netexial
France

The Cleanroom ambitious, zero gas by 2040

NETEXIAL is a French specialist in the rental, care and outsourced management of professional textiles and workplace equipment. With around a century of experience and 37 sites nationwide, the company serves industrial businesses, public organisations and healthcare providers, offering services from textile supply and industrial laundering to repair, delivery and digital traceability. Its portfolio includes workwear, PPE, flat linen and ultra-clean garments for controlled environments. A key innovation is the new 2,000 m² Douvrin Cleanroom laundry, featuring ISO 5 and ISO 7 cleanrooms and processing up to 8,000 garments daily. This zero-gas, fully electric facility integrates solar energy, heat pumps, rainwater recovery and closed-loop water recycling.



Tsaknakis Carpet Cleaning
From Fibre to Lifetime Care

Greece

For over 50 years, Carpet Clean Tsaknakis has evolved from professional textile dyeing into an integrated Professional Textile Care company based in Larissa, Greece. Founded in 1974 by Athanasios Tsaknakis, the family business expanded under the second generation with Carpet Clean in 2007, Upholstery Clean in 2020 and Linen Clean in 2025. Today, its services include carpet and rug cleaning, textile dyeing, restoration, industrial laundry, upholstery care, seasonal storage and door-to-door delivery. Serving residential and commercial customers across Thessaly and Greece, the company focuses on preserving textiles and extending their lifespan. In 2026, its AI-powered Voice Assistant became a Top 5 finalist at the CINET Global Best Practices Awards.



Speedy Clean Service
A clean office, IT by AI assistance

Hungary

SPEEDY CLEAN SERVICE Kft. is a second-generation family-owned textile care company based in Hungary's Lake Balaton region. Founded over 25 years ago as a franchise dry-cleaning business, it has developed into a full-scale industrial laundry serving hospitality, catering, industrial and workwear clients. Operating in a major tourism region, the company combines industrial-scale processing with flexible capacity, responsive logistics and personalised service to manage seasonal demand. Certified under ISO 9001:2015 and ISO 14001:2015, it applies a systematic approach to quality, sustainability and software development. Investments in water treatment, energy sourcing and equipment focus on measurable environmental and operational benefits.



Quick Clean
Strategic, partnership Ecosystem

India

QuickClean is an Indian textile care company operating across more than 38 cities with over 120 On-Premise Laundry (OPL) sites, primarily serving the hospitality and healthcare sectors. Its Build-Own-Operate (BOO) model provides customers with fully managed laundry facilities on their own premises, with QuickClean investing in infrastructure, owning the equipment and managing daily operations. Customers pay for services based on agreed commercial terms and contracted volumes. Through a consultative B2B approach, QuickClean works directly with hotels, healthcare institutions and decision-makers to develop tailored solutions that optimise laundry operations, reduce costs and improve operational efficiency.



Quick Smart Wash Private Limited
Caring for the second skin

India

Established in 2013, Quick Smart Wash Private Limited (QSW) is an Indian institutional linen management company serving the healthcare, hospitality and education sectors. With over 1,050 professionals and more than 60 processing units, QSW supports 100+ institutional facilities across India. Guided by its philosophy of "Caring for the Second Skin," the company provides complete linen lifecycle management, including procurement, rental, processing, distribution and circular recovery. Its Hub-and-Spoke model connects customer locations to strategically positioned Central Processing Units, ensuring consistent quality, efficient logistics and sustainable operations. This integrated approach combines centralised quality control with scalable textile care solutions.



Lig Industrial

Italy

Efficient laundry service by a trusted partner

L.I.G. Industrial is an Italian industrial laundry company specialising in textile rental and laundering services for the hospitality and food service sectors. Founded in 1953 as a family-owned business, the company has grown into a modern industrial organisation with over 70 years of experience. Its comprehensive services include textile sourcing, industrial laundering, quality control, inventory management, logistics and customer support. Serving hotels, resorts and hospitality establishments, L.I.G. Industrial provides tailored textile solutions focused on quality, reliability and efficiency. By combining industry expertise with a customer-oriented approach, the company supports hospitality businesses in maintaining consistent service standards and enhancing the guest experience.



Vendrig

Netherlands

Quality Through Innovation

Vendrig is a Dutch textile care company employing 130 permanent staff and 20 temporary workers, with a strong focus on employee development, quality and continuous improvement. All employees receive LEAN training and practical on-the-job guidance, supported by job rotation, internal promotions and a digital employee platform. Certified under ISO 9001, CERTEX and RABC for the food industry, Vendrig maintains strict hygiene and quality standards through independent laboratory testing and annual TÜV audits. Its in-house laboratory tests workwear for water repellency, antistatic properties, colour fastness and fibre strength. Quarterly customer surveys and complaint analysis drive structured improvement projects, managed through defined goals, milestones and dedicated project management.



Pralnia Opera Mydlana

Poland

A continuous interest in automating quality & efficiency

Pralnia Opera Mydlana is a family-owned Polish industrial laundry specialising in textile services for hotels, restaurants and leisure accommodation. Starting in 2011 with laundry chemicals, the company expanded into industrial textile care in 2014. Processing approximately 1.5 million kg of textiles in 2025, it expects to reach 2 million kg in 2026. In May 2026, the company relocated to a newly built facility featuring 1,500 m² of production space and 300 m² of supporting facilities. With 21 employees, it serves over 70 properties within a 150 km radius. Future investments include automated sorting, stain detection, robotic towel handling and advanced telemetry systems, supporting continued growth, quality and operational efficiency.



Lavanderia Romeral

Spain

Quality, commitment and responsibility in every service

Lavandería El Romeral is a professional textile care company focused on delivering high-quality laundry services through operational excellence, personalised customer service and social responsibility. The company approaches industrial laundry as an integrated service, ensuring careful handling at every stage, from textile reception and classification to washing, finishing and delivery. Its operations are built around professional procedures, process control and quality standards designed to preserve textile hygiene, appearance and durability. By combining technical expertise with a customer-oriented approach, El Romeral delivers consistent, reliable results tailored to individual customer needs, maintaining a strong commitment to responsible textile care and continuous service improvement.

Category Self-Service

Self-Service Demonstrations

Following the ASLI Indonesia Best Practices Awards, held on September 13 in Jakarta with the support of CINET, the Kilo-an laundry companies listed below presented their pitches.

- Wooshlab
- Antina Laundry
- Laundry 24 jam
- JNV Laundry
- Jago Laundry

These pitches will be showcased as demonstrations of the state of the art in Self-Service and Launderettes in Indonesia.



Archipropre Laverie

France

A true digital concierge service with connected lockers

Since 2015, Archipropre has transformed textile care through innovation, digitalisation and integrated services. Its unique 3-in-1 concept combines self-service laundry, dry cleaning and professional laundry services in one location. Equipped with advanced GIRBAU machines, its facilities focus on reliability, efficiency and reduced water and energy consumption. Operating in France and internationally, Archipropre serves consumers and businesses, including hotels, campsites and concierge services. The company also offers digital solutions, including connected lockers for textile collection and delivery, linen rental and secure key boxes. Through its franchise network, Archipropre combines modern technology with professional expertise to shape the future of textile care.



Washin

France

A technology company with a human touch

WASHiN is a technology-driven laundry company focused on transforming how professional laundromats operate and serve customers. Its connected solution combines mobile booking and payment, Ecocert-certified detergents, 24/7 availability and remote machine monitoring. Through continuous innovation, including its NoLa and WaWa technologies, WASHiN aims to make laundry services simpler, smarter and more accessible. Over seven years, the company has expanded to more than 800 locations across six countries. By combining digital technology with customer-focused services, WASHiN is shaping the future of connected laundromats while maintaining a personal, human approach.



RBM Aqua Services SDN BHD

Malaysia

One laundry, Three ways to serve, One purpose - Customer choice

Aqua Laundry combines DIY self-service, assisted Drop & Go and professional laundry services under one roof. Since 2014, the company has expanded through advanced technology, standardised procedures, wet cleaning and digital solutions. Through RBM Akademi, it invests in professional training and skills development. Its achievements have been recognised with the NEST NCER Woman Entrepreneur Award. In 2026, Aqua Laundry received further recognition for its industry collaboration and vocational education initiatives. By combining innovation, convenience and workforce development, the company contributes to modernising professional textile care.

Category Self-Service



Korea Laundry-Washenjoy
Washenjoy Urban Laundrettes

South Korea

Korea Laundry operates over 1,100 unattended WASHENJOY and URBAN LAUNDERETTE stores across South Korea, supported by a lean head-office team of approximately 10 employees. Its operations combine franchise management, technical support, marketing and remote customer service through the Ai365 contact center. The company's proprietary Wash&PAY platform, launched in 2020, has attracted 1.37 million members and processed approximately KRW 198 billion in transactions. Its innovative LPS 3.0 payment kiosk is already used by 36% of members and has expanded internationally. Through in-house IoT technology, including the Beebot gateway, Korea Laundry enables remote monitoring, diagnostics and real-time performance tracking, improving efficiency across its growing network.

Category RTC-SME



Synergy
Complete, scientific and technology-enabled garment-care solutions

India

Synergy Express Garment Care is an Indian textile care company based in Jamshedpur, offering technology-driven garment care solutions. Evolving from traditional dry cleaning into a comprehensive service provider, the company operates three brands: Synergy Express for premium dry cleaning, DRY-IT for professional laundry and IRONEE for everyday steam ironing. Additional services include stain treatment, leather and shoe care, saree care, carpet and upholstery cleaning, and doorstep collection and delivery. By combining technology, expertise and convenience, Synergy delivers tailored solutions for everyday and premium garment care.





Busy Bee Gold Dry Cleaners
A measurable growth engine

Canada

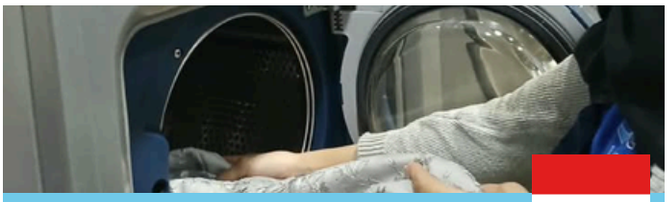
Busy Bee Gold combines luxury garment care with a strong digital marketing strategy. For over 10 years, the company has managed its digital marketing in-house, including Google Ads, social media, SEO and online reputation management. In 2025, its Google Ads generated approximately 6.8 million impressions, while social media campaigns reached 1.24 million people. The company works with luxury brands including Dior, Prada, Hermès, Gucci and Loro Piana. Beyond traditional cleaning, tailoring, Treasury Boxes and bridal services now account for 42% of its business, reflecting a growing focus on complete garment lifecycle care.



India

The Laundry Concierge
Premium service by an on demand laundry

The Laundry Concierge is an Indian on-demand laundry company offering premium textile care without physical stores. Operating from a central facility, it combines doorstep collection and delivery with strict quality control. Garments undergo multiple inspections, including stain treatment at three dedicated spotting stations. Luxury garments receive specialised care from experienced professionals. Supported by the founder's expertise as an early Master of PTC in India, the company achieves a Right First Time (RFT) rate of 94–97%. Its approach combines expertise, convenience and consistent quality to deliver reliable textile care.



Indonesia

ME Corporation
Professional Wet Cleaning Without Solvents

ME Corporation has focused on professional water-based textile care since 2015, eliminating the use of PERC and other traditional dry-cleaning solvents. Even garments traditionally dry-cleaned, including suits and dresses, are processed through specialised wet-cleaning methods. Its approach combines responsible chemistry, garment care and practical environmental improvements, showing how a modern retail cleaner can offer dependable results without conventional solvents.



Italy

Acquario Lavanderie
Convenient Self-Service Laundry

Acquario Lavanderie is an Italian self-service laundromat focused on making everyday textile care convenient and accessible. Its customer-oriented approach brings together practical laundry facilities, straightforward processes and an emphasis on cleaning quality. The company aims to provide a reliable and efficient self-service experience, responding to changing customer needs for flexibility, ease of use and professional results.



Italy

Nuova Lavanderia
Quality, Care and Resource Efficiency

Nuova Lavanderia is an Italian textile care specialist with a six-person team. The company combines dry cleaning, wet cleaning, ironing, tailoring, ozone sanitisation and 24-hour locker collection and delivery. Careful garment inspection at every stage supports consistent quality. Its environmental measures include lower-temperature washing, controlled chemical dosing, filtration and water recovery. Personal service and skilled textile treatment remain central to its business.



Prestige Wash

Malaysia

Specialists in Professional Curtain Care

Prestige Wash specialises in professional curtain cleaning, supported by in-house laundry and wet-cleaning services. Its operation uses commercial washing, drying and finishing equipment, along with portable vacuum and dry-steam systems for on-site curtain care. Structured inspection, fabric identification, stain treatment and quality checks support its service. Ongoing staff training emphasises safe cleaning methods, careful chemical dosing and reduced water, energy and product waste.

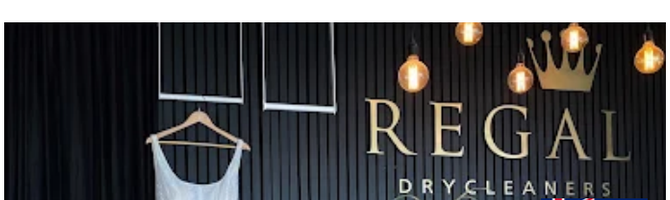


RBM Aqua Services Sdn Bhd

Malaysia

Professional Carpet Care Through Automation

RBM Aqua Services operates a dedicated carpet-care facility built around a standardised process: inspection, dust removal, pre-treatment, automated washing and rinsing, centrifugal extraction, grooming and final inspection. This approach improves consistency and productivity while giving the team greater control of water, chemicals and drying. Its RBM Akademi training platform strengthens staff skills, safety awareness and compliance with operating procedures.



Regal Drycleaners

New Zealand

Premium Care, Quality and People

Regal Drycleaners combines specialist garment care with measurable quality standards across five stores and its Newmarket plant. Its 45-person team benefits from stable employment, mentoring and internal career development. Every garment is individually tracked and quality-checked; premium Couture Care items receive a second independent inspection. Digital barcode and camera verification enhance traceability, while systematic reviews help maintain consistency and customer trust.



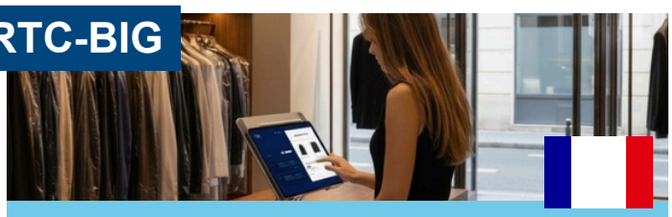
Category RTC-BIG



Crouse's Cleaners
Canada

Quality Built on People and Process

Crouse's Cleaners is a Canadian family-run textile care company with 21 employees. Owners David and Kathleen Crouse emphasise structured staff development, safety, documented procedures and regular performance reviews. The company combines professional dry cleaning and laundry services with equipment upgrades, process control and ongoing improvements in quality and sustainability.



Hublo
France

AI-Assisted Garment Care and Traceability

HUBLO is developing practical artificial intelligence tools for dry-cleaning operations. Its technology identifies stains, fragile details and garment-specific risks at intake, documents each item with photographs and recommends appropriate cleaning processes. This digital approach is designed to reduce errors, improve traceability and help textile care professionals deliver more reliable service and higher productivity.



ION Laundry
Indonesia

Smart, Sustainable and Customer-Focused Laundry

ION Laundry, based in Indonesia, is a growing professional laundry company with 20 outlets and 150 employees. Offering premium laundry, garment care and specialist cleaning services, the company combines digital innovation with consistent quality standards. Through its ION App, customers can track orders in real time and access convenient pickup and delivery services. ION Laundry focuses on sustainability through biodegradable detergents, automated dosing systems and efficient water usage. With structured employee training, AI-supported operational monitoring and strict quality control, the company delivers reliable, efficient and customer-focused textile care.



Cleanovo
India

Complete Wardrobe Care Beyond Dry Cleaning

CLEANOVO is an Indian premium textile care brand with more than 15 years of experience, serving over 700,000 customers through 40-plus stores in nine cities. Its new Wardrobe Care Experience Centre combines dry cleaning, alterations, repairs, sneaker restoration, leather care and specialist treatment of designer garments. The concept focuses on transparency, craftsmanship and extending the life of valued possessions.



Drop & Wash

Malaysia

Advanced process, advanced service

Drop & Wash Sdn Bhd, based in Kuala Lumpur, Malaysia, is a pioneer in eco-friendly wet cleaning and social innovation. With 8 retail outlets and a central processing hub, the company uses 100% Woolmark-approved wet cleaning technology, eliminating harmful PERC solvents. Drop & Wash promotes social inclusivity through skills training and career opportunities for marginalized communities. By integrating AI technology, the company also enhances customer interactions, streamlines bookings and improves operational efficiency, combining sustainability, social responsibility and innovation.



Medoclean

Netherlands

Excellence in Every Stitch

Medo Clean Textielservice is a family-owned Dutch textile care company with a team of 27. It combines professional garment care and tailored business services with detailed inspection, in-house repairs and multiple quality-control steps. Cerclean-certified processes, staff development and sustainable practices support its commitment to reliable results, skilled employees and long-term customer relationships.



Clean Ace Solutions LTD

Nigeria

Fabricare Redefined in Africa

Founded in Lagos in 2005, CleanAce Solutions is a third-generation textile care business serving households, companies and institutions. It offers dry cleaning, laundry, wet cleaning, textile repairs and specialist household care. Its ISO 9001:2015-certified quality management, QR garment tracking, on-site water treatment and workforce training combine technical consistency with social responsibility.

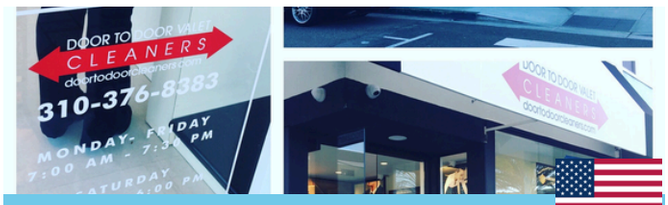


Washmen

United Arab Emirates

Technology-Driven On-Demand Laundry

Based in Dubai, Washmen combines professional garment and textile care with app-based convenience and collection and delivery. Its operation uses dedicated sorting, finishing and quality-control processes supported by trained employees and modern production systems. The company focuses on making laundry outsourcing easy while maintaining service consistency, textile quality and dependable turnaround.



Door to Door Cleaners

Couture Care with an Electric Fleet

United States

Based in Los Angeles, Door to Door Cleaners is known for specialist couture and designer garment care, including clothing worn at major entertainment awards. The business combines certified textile expertise with three quality-control checks before automated assembly. Recognised for its service standards, it has also converted its collection and delivery fleet from fossil fuels to fully electric vehicles.



Embassy Cleaners

The Couture Standard, Supported by Technology

United States

Founded in 1937, Embassy Cleaners serves discerning customers across New York and Connecticut from its Scarsdale plant, three stores and collection routes. Specialising in couture, vintage and irreplaceable garments, it combines individual barcode tracking with digital condition records and specialist conservation standards. Its modernised facility includes expanded wet cleaning, automated assembly, advanced finishing and a 24/7 collection kiosk.





Part 2/2 Interview Mr. Martin Rauch – Jensen Group

8. **Do you see the introduction of automation / robotization leading also to more attractive labor for youngsters in the industrial laundry companies?**

Absolutely. The integration of automation and robotization transforms laundry operations and also makes the work environment more appealing to younger generations. The common saying “Work smarter, not harder” serves as wise words for laundries combatting manpower challenges. When used in the right way, robots and similar machines make laundry operations safer, more efficient, and more self-contained – and laundries much more attractive places to work. When humans and machines work hand-in-hand, the workforce benefits from reduced physical strain, fewer repetitive tasks, and an overall improvement in safety. This creates more fulfilling roles that require higher levels of interaction with technology and problem-solving skills, which are attractive to younger workers who value engaging and meaningful work.
Intelligent automated systems take on the most monotonous and labor-intensive tasks, allowing employees to focus on more complex and rewarding aspects of the job. As a result, laundries become more dynamic workplaces, offering a blend of advanced technology and human skill, making them a more desirable career choice for younger people seeking a forward-thinking and innovative work environment. By enabling laundries to work smarter, not harder, automation helps attract a new generation of talent while addressing long-standing manpower challenges.

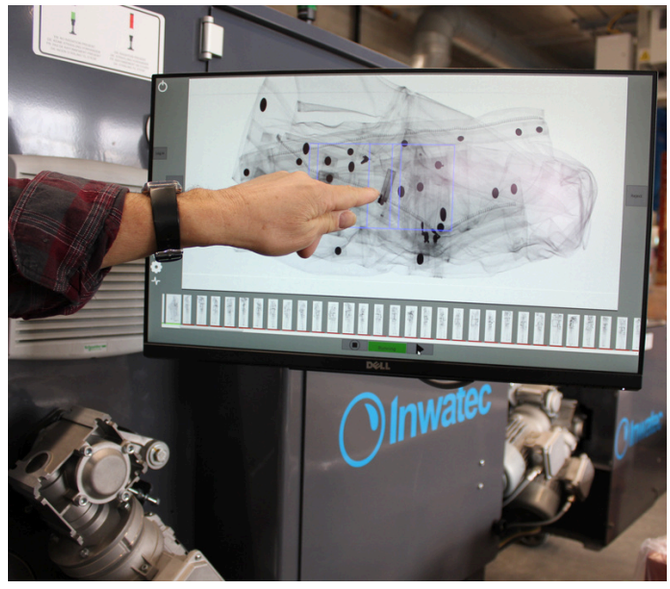
9. **Higher efficiency and productivity always lead to more sustainability as well. How does implementation of ROBOTIZATION results in better sustainability and /or circularity?**

After the end of the pandemic, we were ready to meet the increasing demand quickly and reliably. Numerous new laundries were built on all continents, in which robot technology was seamlessly integrated into tunnel washers and finishing lines. These automated solutions not only work very efficiently at high output. They also make a significant contribution to the overall sustainability of laundries by extending the service life of textiles and machines while ensuring the highest health and safety standards.
Today, the X-ray scanner is indispensable for laundries. The ODIN.Xray scanner is capable of scanning and subsequently rejecting garments containing harmful foreign objects, such as pens or needles. Furthermore, it is also important to protect the employees working in a laundry. A pen can get stuck in a tunnel washer and ruin a load of white linen, which can obviously cause great frustration for the laundry. If the laundry is processing medical linen, foreign objects such as scalpels or a syringe can be forgotten in the garments and injure or infect the operators. The use of X-ray technology in laundries therefore extends the life of textiles and machinery and provides a safe working environment for operators in the laundry. This is why robots are making laundries smarter, safer and more sustainable.

Another aspect in this area is certainly ESG - environmental, social and governance - which has become increasingly important in recent years. As a listed company, the Jensen Group is obliged to report ESG figures - just like some of our major customers.
We enable them to use our systems to reduce their environmental impact, save primary resources and create attractive work opportunities so that they can achieve their ESG goals. Of course, this also applies to laundries, for whom sustainability is an important corporate goal anyway.

10. D**oes ROBOTIZATION require more intense and/or qualified maintenance?**

While robotization does introduce more advanced technology into laundry operations, it does not necessarily require significantly more intense maintenance. However, it does demand a higher level of qualified technical expertise to ensure proper operation and upkeep. Modern robotic systems are designed with predictive maintenance features, allowing for real-time monitoring of performance and early detection of potential issues, which helps minimize downtime and optimize maintenance schedules.
In fact, the automation systems we develop at JENSEN-GROUP are engineered for ease of maintenance. Our solutions include user-friendly interfaces and smart diagnostics that guide operators through troubleshooting and maintenance tasks. With the right training, laundry staff can manage routine maintenance efficiently, while more specialized tasks may occasionally require expert support.
We also offer remote service capabilities and support through our digital platforms, ensuring that maintenance is streamlined and less disruptive to operations. By investing in training and partnering with JENSEN's service teams, laundries can maintain their robotic systems effectively, ensuring they run reliably and deliver long-term value.



11. **When do you expect to see laundries working with just one integrated software system?**

The move toward a fully integrated software system is already underway in many industrial laundries. With our collaboration through Gotli Labs, we are developing smart software solutions that integrate seamlessly with various automated systems and machines. These solutions are designed to unify data management, workflow optimization, and production monitoring into a single platform, allowing laundries to manage their entire operation from one system. The advantages of one integrated system are significant—it simplifies management and also enhances decision-making by providing a complete overview of operations. As the technology continues to evolve, we are committed to leading the industry toward this future, ensuring that laundries can leverage data-driven insights to further improve their performance and efficiency.



12. **Last but not least; how far away is 100% AUTOMATED / robotized processing? So laundries (almost) with zero labor?**

We are already well advanced in this development on the soiled laundry side. We also have highly automated solutions for terry towels in our portfolio. Here, too, all an employee has to do is load the items from the trolleys into the sorting system, for example, and then it continues fully automatically until the finished item is laid. Our GREIT system may then take care of automated stack sorting and picking.
In the finishing area, the fully automated process is more demanding and more complex to implement. In the case of flat linen, corners have to be found and gripped for feeding into the ironer, workwear has to be ironed, and so on. This is why hybrid concepts such as a dark factory are so interesting for one area of the laundry today, in order to be able to process large volumes of laundry despite a lack of personnel.

We have integrated our robotic systems into ever more comprehensive systems, for example as a dark factory concept in the area of soiled laundry sorting in combination with a primary system. This solution involves unloading the unclassified soiled laundry from the delivery vehicles and uploading it to a storage facility. The laundry is stored there until it is transported to the sorting area. The Inwatec system then waits, sorting fully automatically down to the item. It then returns to a buffer until the laundry is called off for the washing process.
These processes on the unclean side require almost no personnel. Only one or two employees are needed to load the system, the rest is fully automated. Loading takes place during full operation of the laundry or in a second shift. In this second shift, only the soiled laundry area works. It loads the system, the laundry is sorted again fully automatically and then stored - so that the washing process can start immediately the next day in full operation, for example. In the meantime, the system is reloaded and so on.
The advantages of this concept are enormous: a highly automated process on the soiled side, optimum use of personnel and high laundry output. Incidentally, we are the only manufacturer in the industry to offer this Dark Factory for laundries.

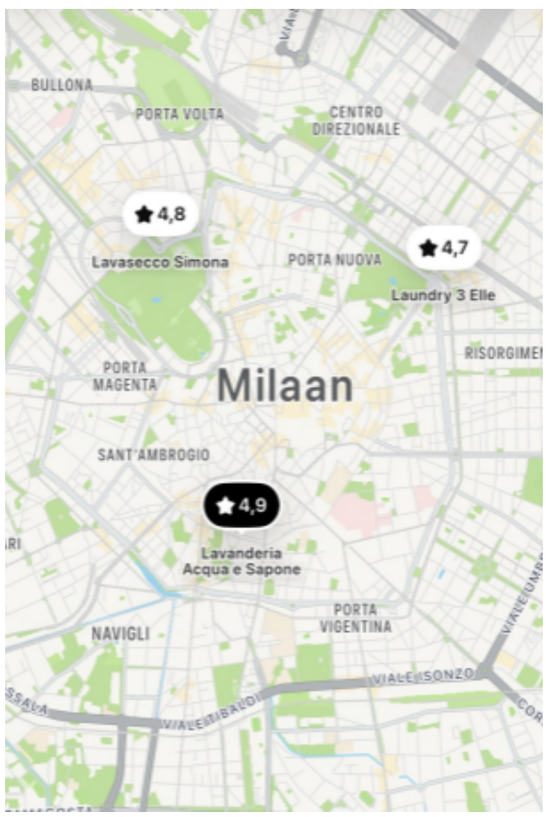



Kingstar
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CORPORATE
PROFILE
Smart Laundry Factory System Integrator
Kingstar
Jiangsu Chuandao Intelligent Equipment Co., Ltd.
Customer Case
Kingstar serves professional laundry customers in sectors including hotels, hospitals, railway systems, and industrial laundries, providing high-quality laundry solutions for customers worldwide.
With 600+ tunnel washer systems and 7,000+ flatwork ironing lines delivered, Kingstar's laundry equipment has been successfully exported to more than 90 countries and regions worldwide.
600+
Tunnel Washer Systems
7000+
Ironing Lines

Company Visit

Laboratorio S.G.M. Service
21 October 2026 | 14:15





Wednesday, October 21, 2026 14.00 hrs

As part of the GBPA 2026 program in Milan, CINET has arranged a company visit to Laboratorio S.G.M. Service in Seregno, Italy. S.G.M. Service is a specialised professional textile cleaning company offering a wide range of services for businesses, textile cleaners and private customers. The company focuses on professional dry cleaning, wet cleaning, workwear, carpets, delicate garments and specialised textile treatments.

The visit is followed by a tour along 3 remarcable Retail Shops in Milan.The visits provides an opportunity to gain practical insights into daily operations, cleaning technologies and service concepts within the Italian PTC industry.

- Leaving 13:30 hrs at Fiera Milano
- Company Visit 14:15 hrs.
- Tour shops retour 17.30 hrs. Lavasecco Simona, Laundry 3 Elle, Lavanderia Acqua e Sapone

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Global Best Practices Awards
Former Winners

WINNERS 2024



Category: ITS
Mr. Lei Pai of Tianjin Matillian Laundry Services, China.



Category: RTC-Sme
Mr. Jash Dalal and Mr. Anup Poddar of The Laundry Concierge, India.



Category: RTC-Big
Mr. Lei Pai of Tianjin Matillian Laundry Services, China.

WINNERS 2022



Best Overall Award ITS for Lavans from the Netherlands, presented by Mr. Charlie Betteridge of Christeyns.



Best Overall Award RTC-Sme for Jan`s Proffesional Dry Cleaner US, presented by Mr. Thomas Zeck of Kreussler



Best Overall Award RTC-Big for OXWASH from the United Kingdom, presented by Mr. Animesh Sharma of Electrolux Professional.

WINNERS 2020

Best Overall ITS: GCS BIH77 (France). Awarded for quality, CSR and sustainability.
Best Overall RTC SME: Oceanside Cleaners (USA). Awarded for sustainability, quality and service.
Best Overall RTC BIG: Oxwash Ltd. (UK). Awarded for innovation and sustainable operations.

WINNERS 2018

Best Overall Retail Textile Cleaning (RTC): Beijing Fornet Laundry Service (China). The trophy was handed to the winner by Mr. Christoph Richter (Electrolux)

Best Overall Award TC: Beijing Fornet Laundry Services from China

WINNERS 2016

Best Overall Best Practices Award Industrial Textile Services:
Nantong Fornet & Ycloset Ltd. (China). The trophy was awarded by Mr. Charles Betteridge from Christeyns.

Overall Award TS: Logo Tex from Hungary

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

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