



RAL QUALITY CERTIFICATION MARK 992 FOR PROFESSIONAL TEXTILE SERVICES

DEFINITELY A CLEAN AFFAIR!



**GERMAN CERTIFICATION
ASSOCIATION FOR
PROFESSIONAL
TEXTILE SERVICES**

CERTIFICATION MARK? ALWAYS RELIABLE.

What's behind it?

Ultimately it all comes down to the result. And that is sure to be a clean affair! This is why we are pleased to set an example for hygiene and quality.

We stand up for textile service companies. And for their customers.

Assured hygiene, quality levels, consistent process safety, and textile value preservation directly affect customer loyalty, making them enduring themes for textile care companies. Cooperation based on this trust is only possible if customers are satisfied - regardless of whether only customer-owned linens or an entire range of individually tailored services are on the horizon.

How you and your customers can benefit from the RAL Quality Certification Mark 992

Do you want to ensure that you ...

- comply with all valid standard specifications?
- provide sanitary linen?
- save money through gentle handling for longer textile service life?
- can access competent support for damage claim clarification?
- can rely on trained employees at all times?
- receive competent support in tenders?



What can we do for you?

Our mission is to encourage competition, efficiency, and innovation in our more than 400 member companies. We are at your side, whenever you face challenges.

PUBLISHER

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THIS IS US

And together we are strong!

The German Certification Association for Professional Textile Services sees itself as a strong association that proactively contributes to the success of its members. This includes the customers of member companies, who can rely on the RAL Quality Certification Mark 992 system.

Always on your side

The German Certification Association is a registered association for commercial laundries wanting to publicise their commitment to securing quality and retaining the value of textiles by means of the RAL Quality Certification Mark 992. We support our members with everything they need to successfully position themselves in the market.

More than a certificate - RAL Quality Certification Mark 992

The four RAL 992 quality certification marks are only awarded by the German Certification Association for Professional Textile Services, recognising a precise level of quality.

Cumulative competence in confidence

On behalf of the German Certification Association for Professional Textile Services, the textile testing service provider and research partner Hohenstein is globally responsible for quality assurance at member companies. Hohenstein experts also assess both technical and hygiene processes on site. They test the extent to which textiles are processed in commercial laundries and are thus suitable for textile leasing. The Hohenstein Academy offers a wide range of modern training and further training measures, in-house training, and videos for textile care companies so that laundry employees can better meet daily work requirements.



RAL QUALITY ASSURANCE

Always keeping the focus: quality, hygiene safety, value retention and sustainability

An excellent choice - RAL Quality Certification Marks give direction as they communicate to customers a uniquely high level of quality and give service providers and manufacturers the opportunity to stand out from the competition. This reliability, based on strict specifications, means that RAL Quality Certification Marks give companies an advantage with tenders.

So you can score points

We promote sustainability through the rational and environmentally-friendly processing of textiles. By meeting all standard requirements, the RAL Quality Certification Mark 992 offers the highest level of security for laundries and their customers. The RAL Certification Mark also exceeds the defined specifications in the RABC system and in DIN EN 14065. It is particularly important to secure a longer service life and reliable function retention for the textiles entrusted to us, in turn saving our customers money.

Your key to quality

- washing processes monitored throughout the year
- application of verifiable disinfecting washing processes to kill bacteria, fungi, and viruses.
- efficient quality management through self-monitoring
- consistent hygiene management at laundry companies
- presence of a specially trained and qualified hygiene officer
- regularly unannounced company checks by the certification body
- continuous training offerings for laundries in the areas of quality, processes, and hygiene

OUR SEGMENTS FOR YOU

A clear advantage

Each of the RAL 992 Quality Certification Marks reflects the respective requirements for quality and hygiene within an industry and sets clear standards.

Would you like to receive detailed information about our RAL 992 Quality Certification Mark?

Our four information brochures are available for download from www.ral-laundry.com or contact us directly on: contact@ral-laundry.com



RAL-GZ 992/1



RAL-GZ 992/1 Commercial Linen

Table linens, bedding, towels, etc. are important for an establishment in hotels and catering. Due to the importance of cleanliness and hygiene in these sectors, our member companies provide a defined and reliable level of quality – even for laundry from the industry and trade sector.

RAL-GZ 992/3



RAL-GZ 992/3 Linen from Food Processing Businesses

Reliable hygiene is essential in food manufacture, catering establishments, and food retailing. For this reason, compliance with standard specifications for linen from food processing companies must be ensured. The RAL Hygiene Certificate for food processing businesses not only covers all hygiene management requirements in accordance with international standards, but in some cases exceeds them.

RAL-GZ 992/2



RAL-GZ 992/2 Hospital Linen

Linen from healthcare establishments like hospitals, care homes, or rehabilitation clinics has particularly high hygiene standards. The primary goal is to protect patients and staff from possible infections from the linen. The RAL Hygiene Certificate RAL- Quality Certification Mark 992/2 verifies that processing is carried out in accordance with the requirements of the German Robert Koch Institute for subcontracting linen to external laundries.

RAL-GZ 992/4



RAL-GZ 992/4 Clothing from Residents of Care Homes

For many care home residents, their own clothing represents a significant part of their personality. The RAL Hygiene Certificate for clothing from care home residents ensures proper and gentle handling of all textile types in addition to infection prevention through maximum hygiene safety.

NOW FOR SOME STRAIGHT TALK

You can expect this from us - and from our members.

AS CUSTOMERS OF OUR MEMBER COMPANIES

Do you require a customized, all-inclusive service package? We can make it happen.

Monitored quality

Our quality promise is always guaranteed. We ensure this through the continuous monitoring of each individual laundry company's quality level.

Professionalism

Our member companies score points with their modern machinery and qualified employees. This is also documented in our quality and test regulations.

Sustainability

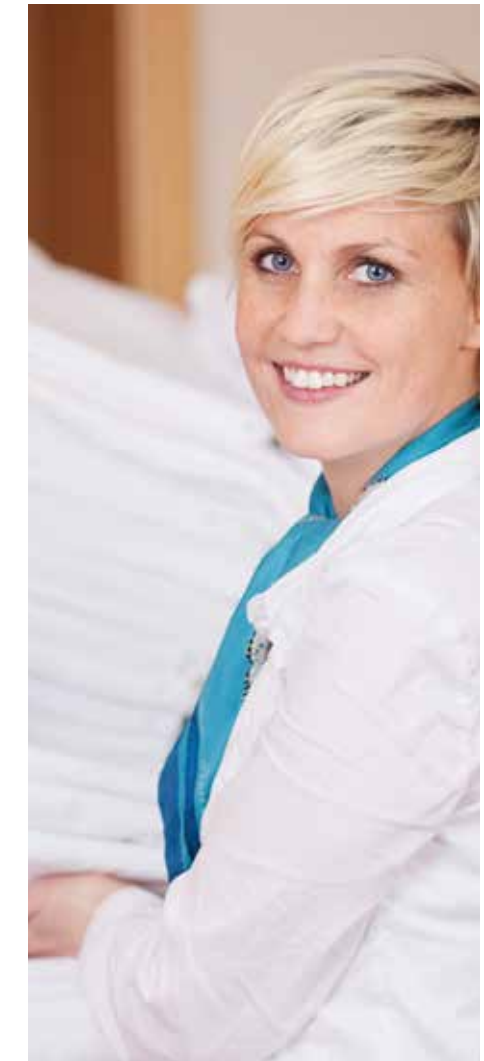
The textiles you entrust to us are processed in an extremely rational and environmentally-friendly way.

Value retention

The retention of your textiles' value is critical. As a result of our extensive experience we ensure optimum processing for a longer service life.

Complaints

Of course, we make every effort to avoid damage claims. In some cases, however, it is necessary to analyse claims from an expert perspective and regulate to your satisfaction.



AS A LAUNDRY

Together we can achieve more. We offer our members a comprehensive range of services and solutions relating to textile services. You can benefit too.

Quality management

Optimising processes: Continuous quality level monitoring through self-monitoring, external audits by Hohenstein, washing cycle controls, and hygiene inspections.

Proximity to the market

Always up-to-date: Members have exclusive access to the extensive information platform on our website. Additionally, the annual RAL certification conference offers visitors the opportunity to meet other members, experts, and suppliers.

Get ahead in tenders

Best chance for approval: Public contracting authorities recognise the RAL Quality Certification Mark in their tenders as proof of the bidder's qualification and the technical specification.

Training

The latest training, proven knowledge, sustainable success: in addition to an extensive range of classroom training, the Hohenstein

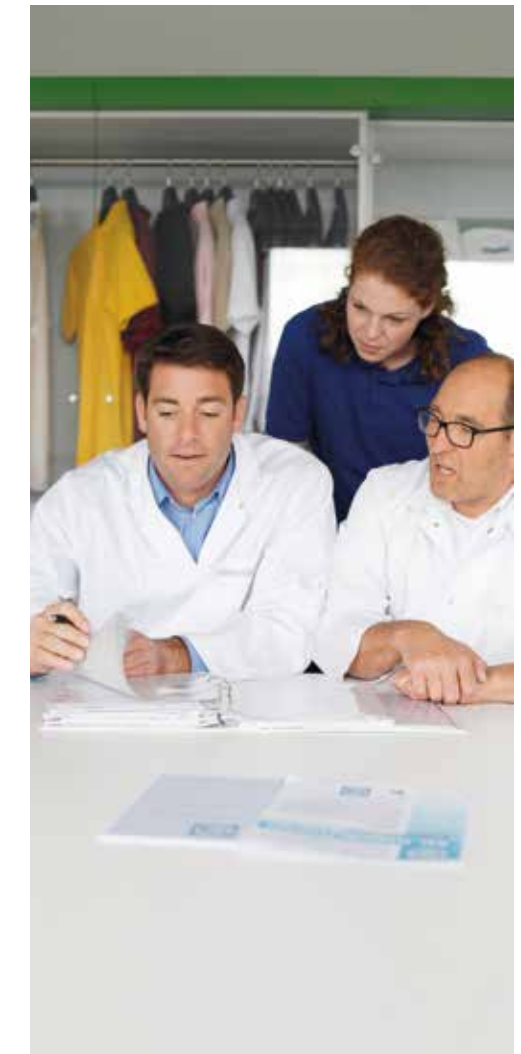
Academy offers members of the German Certification Association exclusive digital formats, including webinars, webcasts, tutorials, and videos. These learning environments can be accessed at any time and location. Individually tailored in-house training is also offered.

Marketing and communication

Achieve more together: Our members benefit from shared communication methods and direct addressing of target groups. This includes press work, subject-specific brochures and flyers, regular newsletters, a user-friendly and mobile web presence, and modern stakeholder management.

Company analysis and advice

Problem-solving: We see ourselves as facilitators of expertise. Our experts provide support for acute problems, detecting possible weaknesses, long-term quality defects, claims analyses and more to help secure your future.





RESPONSIBLE AUTHORITY FOR THE RAL QUALITY CERTIFICATION MARK 992

The responsible authority for the RAL Quality Certification Mark 992 is the German Certification Association for Professional Textile Services with over 400 associated textile service companies who want to make their commitment visible to their customers. As a customer of these companies, you also benefit from the expertise and vast wealth of experience of the association.

If you are interested, please contact:

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**Take a look for yourself with
our image video.**