



**SOUTH AFRICAN AIRWAYS**

A STAR ALLIANCE MEMBER ™

**SAA LAUNDRY SPECIFICATION**

## **Specifications / Scope of Work**

### **1. Overview**

This tender seeks the appointment of a suitably qualified and experienced service provider to deliver comprehensive laundry and dry-cleaning services for South African Airways (SAA).

The services will cover, but are not limited to, the following business areas:

1. On-board and Catering Services
2. SAA Lounge Services
3. SAA Medical Services
4. Other SAA departments with ad hoc laundry and dry clean requirements

The appointed service provider must demonstrate the capacity to manage high volumes, adhere to strict turnaround times, and consistently meet SAA's hygiene and quality standards.

### **2. Key Activities and Responsibilities**

The successful bidder will:

- Collaborate closely with SAA's Service Provider (Aircraft Groomer/SSP), who will be responsible for stripping and counting all onboard items such as catering linen, blankets, duvets, towels, and other related items before handover.
- Verify, count, and acknowledge all items received from the SSP, immediately raising any discrepancies to ensure accurate record-keeping and accountability.
- Clean, press, and pack each item in accordance with its specific requirements, aligned with flight and service schedules.
- Ensure timely delivery of laundered items in line with SAA's flight operations, coordinating seamlessly with the SSP to prevent operational disruptions.
- Develop and maintain a clear handover and tracking process between the SSP and the launderer to ensure accountability, traceability, and operational efficiency.
- Be able to accommodate emergency, irregular operations and ad hoc requests from various SAA departments as required.

### **3. Workspace Requirements**

The successful bidder must have a dedicated workspace of at least 300m<sup>2</sup>, excluding areas for kitchens, storage, restrooms, and other amenities.

#### **4. Equipment Requirements**

The bidder must have access to the following minimum equipment:

- Washing machines capable of processing 1,000 kg per day
- Dryers with a capacity of 1,000 kg per day
- Commercial roller iron machine(s) with a minimum width of 3,000 mm
- Pressing equipment suitable for large-scale operations

#### **5. Collection and Delivery**

The successful bidder must:

- Provide all required personnel, vehicles, and equipment for the collection and delivery of items.
- Ensure all items for transport are prepared and ready at least 24 hours before standard SAA flight departures.
- Demonstrate flexibility to accommodate changes in flight schedules and irregular operations.
- Follow SAA's flight load plans and pack items according to flight destination and specification.
- Conduct accurate handover counts of stock items.

#### **6. Counting and Documentation**

- The service provider must issue detailed delivery tickets indicating SAA's item number, description, and quantity for all collected and returned items.
- Delivery tickets must be verified and signed off by the SAA's management for invoice validation.
- In cases of count discrepancies that were not raised in reasonable time, SAA's verified count will be considered final and binding for payment purposes.

#### **7. All returned items must:**

- Be clean, free of lint, hair, soap residue, dull casts, or contaminants.
- Be creased-free and properly folded or laid flat as required.
- Have all stained items rewashed at no extra cost before being designated as permanently stained.

#### **Additional requirements:**

- Heavily stained items must undergo a caustic "hard wash" process.
- Items that remain stained thereafter must be clearly labelled as "Permanently Stained."
- Tablecloths and napkins must be laundered separately to prevent lint transfer.

## **8. Cleaning & Packaging Specifications**

### **Blankets & Pillows:**

- Washed
- Dried
- Folded
- Individually packed in clear, non-perforated double sealed bags.
- For certain flights, blankets and pillows must be packed together in double sealed bags.

### **Duvet Covers & Padded Seat Covers:**

- Separated from inners
- Washed
- Dried
- Ironed
- Folded
- Packed together in clear, non-perforated double sealed bags.

### **Headrest Covers:**

- Dry-cleaned
- Laid flat
- Packed per flight in clear, double sealed bags.

### **Catering Linen (napkins & tablecloths:**

- Washed
- Dried
- Ironed
- Laid flat
- Segregated by type, and packed per flight in clear, double-double sealed bags.

### **Towels and Terry Towels:**

- Washed
- Dried
- Laid flat
- Segregated

- Individually packed in clear, double-double sealed bags,
- Clearly labelled by type (i.e.: bathmat, hand towel, etc.).

**Curtains:**

- Washed
- Steamed
- Folded in sets of two pairs
- Packed in clear, double-double sealed bags

**9. Quality Assurance and Guarantee**

**The appointed launderer must:**

- Uphold industry-leading quality and hygiene standards.
- Ensure all items are clean, odour-free, and appropriately packaged as per SAA specifications.
- Use only approved or industry-recognized cleaning materials that are safe for the specified fabrics and items.
- Maintain a quality control process to monitor and record cleaning outcomes.

**10. Packaging Standards**

All packaging must:

- Inclusive in the total cost of the service.
- Conform strictly to SAA's specifications.
- Use clear, non-perforated, sealed or double-double sealed bags depending on the item type.
- Include labels identifying item type, destination, and flight where applicable.

**11. Service Excellence**

The successful bidder must commit to:

- Maintaining consistent turnaround times aligned to SAA's operational schedules.
- Providing responsive communication and support for urgent requests.
- Ensuring traceability and accountability for all items from collection to delivery.
- Implementing sustainable laundry practices where possible, including water and energy efficiency.