

**Inside this Issue:**

From the Desk of...	1
Long Term Service Employees	2
Community News	2
For Your Health	3
Health & Safety	3
Production	3
Maintenance	4
Customer Service	4
E-Commerce & Logistics	4

**From the Desk of:** *The General Manager*



**T**hanks to all for your contributions to operations made during 2007. We continue to do well in an ever challenging environment. We can only achieve through the contribution of all involved.

Part of this newsletter recognizes our long term service employees. We are very fortunate to retain experienced personnel.

Our renewed website [www.lhls.on.ca](http://www.lhls.on.ca) is functioning well. Please ensure you review this communication tool. The upgraded virtual tour has received excellent feedback. We are also using the website to access reports, communications and even employment applications. We will be adding this newsletter to the “News” section of the site. Please have your friends and family see what we do and how we do it.

The expanded shipping dock is now available for use – this allows our drivers a straight approach to the dock and we can certainly use the 850 sq. ft. of additional space to park carts – it is extraordinary how quickly we fill up any new floor space. I don’t know how we were able to operate before the 1500 sq. ft. mezzanine was built over cart makeup.

Our energy initiative continues to provide excellent return on the investment. The Ecocare Program has been very successful – our energy intensity has been reduced 30% since 2003. In 2008, we will begin a replacement program of our lights. We will be improving the lighting while reducing electricity consumption. I am sure your Ecocare programs at home are providing significant returns.

The healthcare facilities we serve continue to increase their service to the communities. This has increased the volumes of linen we need to supply. I thank you for all you do to ensure we continue to assist our customers in their mission of care.

*John Sealey*

**Looking forward on the calendar....**



February 14 — Valentine’s Day



February 18— Family Day



March 21— Good Friday



March 23— Easter

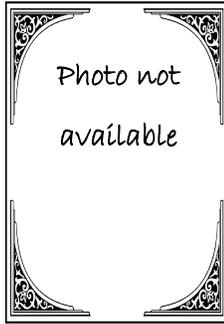


May 11— Mother’s Day

# 2007 LONG TERM SERVICE AWARDS



Carla Salvador 30 yrs Yvonne Richard 30 yrs.



Paul Sloman 20 yrs



Dao Mai 10 yrs. Armenia Medeiros 10 yrs. Fatima Santos 10 yrs.



Dave Mayo 20 yrs.

*Congratulations!*

**Ron Goudey**

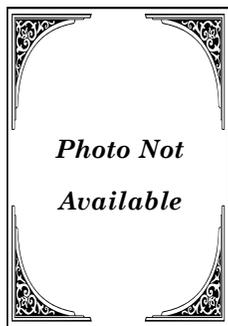
Ron Goudey achieved perfect attendance for at least the last nine years. In 2007 Ron was the only employee at LHLS to have perfect attendance that year!



**CHRISTMAS LUNCH**  
**DECEMBER 12, 2007**



Trung Mai—10 yrs



Pam Kitzan -10 yrs



# For Your Health

Notes from the Health & Safety Committee



EMPLOYEE  
APPRECIATION BARBEQUE  
MAY '07

It is the beginning of a New Year. It is a time to reflect on what has happened in the past and look forward to another year. As we move forward in 2008, we as a Committee would like to remind everyone that Health and Safety is everyone's responsibility.

As you will see in the Health and Safety Policy that is posted, there are responsibilities that encompass not only Management and Supervisors, but Employees as well.

Health and safety is everyone's responsibility. Your Health and Safety Committee is here for you. They have a responsibility to each employee, and are mandated to enforce the Occupational Health and Safety Act. This is a responsibility that they all take very seriously, so the next time one of your committee members talks about working in a safe manner, remember that they want to ensure that we all have a safe day at work and go home in one piece.

Linda Aitken,

Co-ordinator, JH&SC

## George Brock

Productivity

Our company is innovative and recognized as a leader in the healthcare laundry industry. We are continually faced with many challenges that require change in how we operate. 2007 was certainly no exception as we were faced with many challenges and some significant changes which have made us better.

As a leader in our industry we are always looking for new and improved ways to reduce costs, waste and improve quality. In 2007 we began using a new chemical called Performance in our wash process. This chemical is a Hydrogen Peroxide, Acetic Acid and Peracetic Acid based product. It has allowed us to reduce our wash temperature by 28.5% , enabling us to reduce our steam consumption substantially. Performance has also allowed us to maintain our high standard of quality while reducing the replacement cost on our product.

Safety is always a primary concern and significant improvements were achieved in 2007. A new OR lift was installed and several new guards were added or modified to current equipment. These modifications and some new procedures were implemented with the involvement of the Ministry of Labour, Go Engineering and your Health and Safety Committee.

Security is part of safety. In reviewing our exterior doors it has been determined our employee entrance doors need to be replaced. New doors will be installed before the end of February. It is important that we keep exterior doors closed and locked. None of us want unauthorized outside traffic from entering the building.

The Ironer department will be saying goodbye to Feeder #2 soon. It will be replaced with a new Logic feeder similar to #1 Feeder. This move is being made after everyone involved tried their best to achieve productivity through the new design of Feeder #2. Sometimes NEW is not BETTER. We appreciate everyone's patience on this matter.

Finally, I would like to welcome our new Maintenance Manager.... Jerry Van Hamme. Jerry has proven an excellent fit for the organization.



# CUSTOMER SERVICE

Norma Arthurs

Service is a challenge we all face in our everyday lives with our families, co-workers and vendors we deal with personally.

We are working on a few initiatives with our customers to improve our service to them.

These include:

- 1) Knited fitted pillow slips to improve patient comfort and ease of use.
- 2) Microfibre 2-ply wrapper—we hope this wrapper will gain back some of the business lost to disposables.
- 3) Surgeon gown—fluid resistant with Gore® sleeves. This would be used in dry cases and would be a cost effective alternative to the disposable gown.

Country Terrace Nursing Home, one of our customers, has been purchased from a church group, by a nursing home chain. This organization has decided to do their laundry in-house. This means that on February 29th we will be completing an inventory count at Country Terrace and as of that date we will no longer have them as a customer. We wish them success as they move on.

# Maintenance

Jerry Van Hamme

Introducing...

I would like to thank you all for welcoming me to London Hospital Linen Service. I come from 25+ years experience as a millwright.

Everyone at LHLS has been wonderful in helping me in my new role with the challenges it provides. I look forward to being part of the team that is in place here. I want to see London Hospital Linen Service succeed as the first class operation that it is and hope to be able to achieve this through maintenance and safety in our facility.

## TUNNEL

### REFIT



before



after

# E-COMMERCE & LOGISTICS

In the fall of 2007, London Hospital Linen Service Inc., for the first time, participated in the Ontario Hospital Association Annual Conference and Trade Show in Toronto. It was a success. The reception we received from not only our own customers, but also other health care providers and vendors was extremely positive. We came out of the show with a renewed drive to grow our business with our existing customers by offering new and innovative products and services.

Our renewed focus on marketing the products and services London Hospital Linen Service Inc. offers is helping us learn more about our customers and how we can serve them better in the future.

The fall also saw the construction of the new dock begin. I want to take this opportunity to thank everyone in our organization, and more specifically, the



logistics departments, for their patience and efforts in dealing with the constant changes and challenges during this time.

We are very happy to be using the new space as of January 25<sup>th</sup>, and look forward to utilizing the new space moving forward.

2008 is shaping up to be a very exciting year, and I look forward working with all of you on the challenges ahead.

Thank You.

**Brendan O'Neill**