

From the Desk of: The General Manager

Inside this Issue:

From the Desk	1
Retirements	2
Community News	2
Our Culture	2
For Your Health	3
H&S Week	3
Production	3
Maintenance	4
Customer Service	4
E-Commerce & Logistics	4



March gone already—almost time for a barbeque!

Let's look back first... Thanks to all for a very successful 2006. It was not the kind of year we had in 2005 with many new pieces of equipment being installed. What we did see though, was that the learning curve of 2005, subsequent to the new equipment of that year, continued into 2006—with continuous improvements. Significant results have been achieved with our new equipment and our new methods of operation. Well done to all!!!

An excellent example of why LHLS is so successful was demonstrated on December 8, 2006 when so many of our employees were able to get to the plant through an extraordinary winter storm. It is a testament to your level of commitment to this service that not many corporations have the benefit of.

Our energy initiative certainly has proven its worth. Our consumption of utilities in 2006 was 20% lower than that in 2003. I hope your energy savings initiative at home can bring similar results. We only have one planet to work with!!!

To the future...we have received the results of the Customer Satisfaction Survey. They are generally good...our customers have recognized improved fill rates over the past year. We will be adjusting some of our processes to achieve improved service results in areas we believe we can improve on. Some of our products will be changed/improved during the year.

You have received the results of the Employee Satisfaction Survey from Cheryl De-Cooman of People Management Group. We thank you for your input. A strategy has been developed to improve on areas that you have indicated are a concern.

I wish to thank all for the contribution to our success and I look forward to our first barbeque of the year.



The following is an excerpt from the most recent Ministry of Labour Project Form.

"The employer has done a good job and taken a proactive approach in the guarding of machinery throughout this plant.

All previous orders remain in the MOL database, as do field visit reports. The employer is encouraged to keep up their commitment to workplace health and safety. There was been excellent participation at all levels in this workplace, in ensuring the health and safety of employees. The Internal Responsibility System is very effective. Well done."

RETIREMENTS 2006/2007



*Maria Medeiros, Sewing Dept.
October 20, 2006*



*Lee Medori, Press Department
December 15, 2006*



*Maria Bulhoes and daughters
March 9, 2007*



COMMUNITY NEWS

Do you have items for sale, barter or trade? Or human interest stories; new babies, cars for sale, apartments for rent, etc. (include pictures if available).

Please use the "Community News" section of the bulletin board in the employee entrance to advertise your treasures.

Please make sure these articles are clearly written and in good taste.

CULTURAL DIVERSITY



LHLS staff is comprised of many nationalities. We would like to take advantage of this by having a cultural day twice a year. This would be an opportunity to showcase things like artifacts, food, etc. from the cultures represented in our plant. If you are interested in participating, please contact Linda Aitken.

For Your Health

Notes from the Health & Safety Committee

A new year is upon us and your Joint Health and Safety Committee is geared up for another year. We say goodbye to two members this year, Pam Kitzan and Gloria Miller. We appreciate their time and commitment to the committee over the years. We welcome new members; Irina Sucur, ironers afternoon shift, Nicole Graham, dryfold afternoon shift and Antoinette Foreshaw, dryfold days. We look forward to working with our new committee members.



The Ministry of Labour has completed their visits and we are all to be commended on achieving throughout this process.

A new year seems to be a time to set goals and we, as a committee, have set some for 2007. With the achievement of these goals will come rewards in the form of draws for no lost time, no incidents etc. Look for the exciting details to be posted on the Health & Safety bulletin board in the near future.

Linda Aitken, Co-ordinator

**NORTH AMERICAN HEALTH
& SAFETY WEEK**

MAY 6-12, 2007

The goals of Health & Safety Week are to focus the attention of employers, the general public and all partners in occupational health and safety on the importance of preventing injuries and illnesses in the workplace.

As a worker, you have the responsibility to:

Work Safely

Don't take risks. You might injure yourself or another worker.

Report Unsafe Working Conditions

If you see anything that looks unsafe, tell your supervisor or employer **immediately**. Don't wait until someone gets hurt.

Wear the Right Safety Equipment for the Job

Wear your protective clothing and equipment, and get trained to use it properly.

Ask your Employer First

Your employer needs to know about your concerns and questions about health and safety issues and take the necessary measures to avoid injuries.

PRODUCTION

George Brock

The start of 2007 has produced some very impressive departmental achievements. The first two months of 2007 have been witness to some of the busiest weeks LHL SI has over the years. It also seems that during these busy weeks we have extraordinary operational issues to overcome. Staff have had to work extra hours during this time to ensure our customers' needs were met and for this we applaud you.

A Union Management meeting took place in February and the Union members brought forth some important concerns from their members. The management at LHL SI will be addressing these issues. The Employee Satisfaction Survey provided information on how we can improve our operation.

The Ministry of Labour recently finished their fourth visit. They were happy with the work of your Health & Safety Committee and also the changes LHL SI have implemented under the direction of GO Engineering and the Ministry of Labour.



Maintenance

Dave Boyce

During the past few months we have been working with Johnson Controls upgrading the building air system automation to better control the air systems of our building. We have also added a heat reclaim duct from the plant compressors that provides warm air to the Soil Sort area, Marking Room and Inventory Control. These changes are meant to improve our work environment.

Your patience and understanding is appreciated during the transition from the old system to the new one.

Another challenge has been the lack of hot water in washrooms and cafeteria. To solve this we have installed a second hot water heater to increase the hot water capacity.



During the week between Christmas and New Years we replaced the Shuttle Beds on #3 Shuttle to eliminate the conveyors being overloaded. In the month of February the Ironer covers on Ironer #1 and #2 were replaced. These jobs were very well done by all those involved.

I would like to welcome three new apprentice millwrights that have joined our organization - Bryan Dunphy, Kyle McGowan, and Brookes Murray. Most recently Jimmy Van Hende, Certified Millright has joined our team.

As spring approaches I wish you all a happy and safe summer.

E-Commerce & Logistics

Brendan O'Neill

2007 is shaping up to be a very challenging year. With the installation of the lift for the shipping mezzanine in December 2006, the normal Christmas fever and the New Year, we continue to rise to new challenges at every turn.

We have begun the process of developing a new web site. This site will provide LHLS, its customers, employees and the community at large, with a dynamic tool to communicate and inform the user about London Hospital Linen Service Inc. Pictures will be taken for the new virtual tour, and we look forward to more interactive tools to share information about who we are and who we serve.



We also look forward to new marketing initiatives which will help us identify the changing needs of our current customers, so we can provide more value through new and innovative products and services.

I want to thank all members of the transportation department for their efforts in the transition to the new MTO (Ministry of Transportation, Ontario) guidelines, as it has meant adjustments to the way we report and conduct ourselves in our logistics activities.

Thanks!

CUSTOMER SERVICE

Norma Arthurs

I am sure you have noticed an increased amount of new linen being put into our system.

One of our customer concerns of late has been the quality of some linen they have received from LHLS. You will notice that with your supervisor's guidance we have adjusted some of our procedures to improve quality.

A new style clothing protector and knitted bottom sheet will also improve the quality of our product line. We cannot forget that the product we process today may be used by one of our loved ones tomorrow.

Thank you.

