



TRLAA_{LTD}

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NEW CHARTER TO SERVE THE INDUSTRY

After consultation with TRLA members, the TRLAA's Executive Committee has introduced new operating principles and priorities designed to forward the textile rental and laundry industry in Australia. **A full copy of the Charter is available on the TRLAA Ltd website.**

Acting on the need for a fresh direction for the TRLAA, the Executive Committee has developed a new charter and consulted broadly over the last few months to determine priority actions to advance the industry.

Executive Committee Directors (**listed on page 4**) have volunteered to work on a number of key issues outlined in this newsletter, and are keen to hear the views of any state based members. Please contact the relevant director or the secretary if you would like to input to any of the activities underway.

➤ **In line with the fresh direction, the Executive Committee is currently finalising a modernised constitution for TRLAA.**

TRLAA MISSION

To advance and promote the Australian Textile Rental and Laundry Industry.

OPERATING PRINCIPLES

- Collaboration
- Continuous Improvement
- Communication
- Customer Focused
- Community Conscious

PRIORITIES

- Market the Australian Laundry Industry
- Communicate to all stakeholders
- Facilitate continuous improvement
- Reduce environmental impact
- Review laundry standards
- Address human resource issues
- Identify R&D to assist the industry
- Advance a national training platform

Your views on depreciating assets

Steve McGoldrick, as President of the TRLAA, has been invited to participate in an ATO review on depreciating assets in the laundry industry.

The review is designed to develop what are referred to as 'safe harbour lives' to be included in the Commissioner's Taxation Ruling (currently TR 2009/4).

By consulting with a wide range of users, manufacturers, suppliers and service organisations the Tax Office can obtain the clearest view of the industry's use of assets.

Please contact Steve (see contact details on page 4) for more information or with your views that can be conveyed to the ATO.

Having your say on the new Dry Cleaning and Laundry Services Award

The Australian Industrial Relations Commission (AIRC) has been conducting a process of award modernisation for all industries this year. Modern awards become operative from 1 January 2010, however transitional arrangements will be available. In July the TRLAA lodged a submission to allow our participation in the process. Neil Johnson (Tas) has been coordinating efforts by the TRLAA to ensure the new award for the dry cleaning and laundry industry does not result in additional costs for employers.

To date, unions, businesses and other parties have lodged submissions and preferences for amendments. Issues under consideration include hours of work, shift work, piecework, dispute resolution training leave, super on workers' compensation and

allowances. In early September, Steve McGoldrick (Qld), on behalf of the TRLAA, lodged a further submission with input and support from all TRLA state organisations. The next stage will involve the release of an exposure draft by the AIRC in late September, which will allow further comment by the TRLAA.

We see this as a positive opportunity for our industry. Neil and Steve are monitoring the progress of our submission which you can view at: http://www.airc.gov.au/awardmod/fullbench/industries/awardmodindustry.cfm?award=dry_cleaning

Please contact Neil or Steve (see contact details on page 4) to discuss any issues on award modernisation.

Swine Flu increased the focus on hygiene

The rapid swine flu outbreak across the world and in Australia resulted in a pandemic alert that highlighted the ease in which infections can be spread. The tourism, healthcare and industrial sectors rely on our industry to effectively eliminate infectious agents from the products they hire or use daily.

The pandemic alert earlier this year provided an opportunity to review safe hygiene procedures. Some of the lessons learned re-inforce a number of good practices, outlined below, which can be put in place at any time:

- Provide sort crew employees with protective aprons, gloves, etc to minimise contact with contaminated items.
- Wash all soiled items in hot water, according to AS/NZS 4146 : 2000. Restrict the sorting crew employees having access to the clean finished materials areas to prevent cross-contamination.
- Monitor all staff that have “flu-like” symptoms such as sudden fever, runny nose, sore throat and coughing.
- Send any employee with influenza-like symptoms home and advise them to see a doctor before they return to work.
- Encourage all staff to avoid direct contact with anyone with flu-like symptoms.
- Cover your face and wash your hands with soap and water if you come in contact with anyone with influenza-like symptoms.
- Advise staff to regularly wash their hands with soap and water throughout the day in case they have had direct contact with anyone with a flu infection.
- Adopt heightened vigilance where swine flu cases have been detected in your supply chain.

Surgical gowns and the environment – are re-usable or disposable gowns gentler?

CENTRE FOR DESIGN AT RMIT UNDERTAKES STUDY FOR THE TRLA VIC AND Ai GROUP

Recently released by the TRLA Victoria is a report comparing the environmental impacts of re-usable surgical gowns versus disposable gowns. The Life Cycle Assessment technique as defined in ISO 14040 was applied for the study. The functional unit of comparison used was the single use of a gown and huck towel pack when undertaking a procedure.

Re-usable gowns were found to generate lesser environmental impacts in most categories such as global warming, carcinogens, water use and solid waste.

In general, disposable gowns had higher impacts in most categories because environmental impacts associated with gown manufacture were incurred for each gown use. This is in contrast to the re-usable gown life cycle, which although incurring washing impacts, the gown survives over multiple uses (127 uses on average) so only a small proportion of manufacturing impacts

are incurred at each use. Disposable gowns performed better in the mineral scarcity indicator, however the reduction versus a re-usable gown and towel pack was minimal.

The study found opportunities to reduce the environmental impacts of both re-usable and disposable gowns. For example, re-usable impacts could be improved by ensuring recycling type technology is applied to laundries and waste water processing is used. The huck towel could be manufactured out of a polyester blend material and disposable components could be minimized.

Disposable gown impacts could be improved by ensuring they are recycled at the end of their lives.

The report was undertaken by the Centre for Design at RMIT University for Ai Group and the TRLAV. Please contact Anne Younger (see contact details page 4) for a copy.



Investigating Workcover rates nationally

Paul Newbery (Vic) and Steve Callinan (SA) have taken on the task of identifying various rates charged for Workcover across all states.

Executive members have reported both rising and uneven rates across states in recent times, with some members experiencing sharp increases.

Armed with a comparison across states, it is hoped that individual members will be able to renegotiate their payments and focus their efforts on safety initiatives/ programs to help reduce their overall injury payments.

Please contact Paul or Steve if you wish to express your views on Workcover rates (contact details page 4).

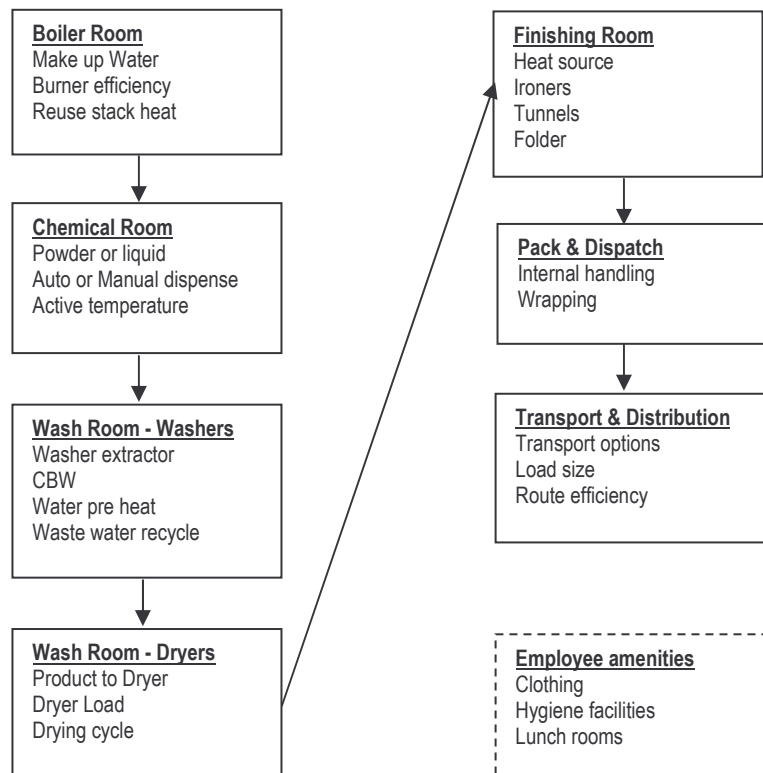
WHAT IS A GREEN LAUNDRY?

Ray Gianoli (WA) has undertaken to prepare a paper on what constitutes a Green Laundry in Australia in 2010. The aim of the paper is to provide an education pathway for laundry providers that they can follow to increase their environmental efficiency.

Ray has prepared a framework to build the paper on (see diagram). He will be seeking assistance from industry experts and suppliers and will supply web links and recognition to those who assist. The aim is not to reinvent the wheel, but offer a window to what is already in the marketplace.

The intention, where possible, is to offer options for three types of laundry operations: Heavily Soiled Garments, Light Soiled Flat Work and Heavily Soiled Flat Work.

Input from all industry participants will be greatly appreciated. Please contact Ray with your views (see contact details on page 4).



Connecting with other Textile Rental Services Associations ... in the UK, USA and Europe

In recent times the European Textile Services Association and the Textile Rental Services Association America have sought to invite the TRLAA to international meetings. These major associations have recognised that by collaborating and working together better outcomes can be realised for the industry worldwide. The TRLAA agrees with this approach of pooling resources and has made the first steps towards strengthening the links.

Steve McGoldrick is currently in discussions

with these associations. The TRSA has already shared high quality information on safety guidelines, scientific advances and cost efficiency reports.

A practical example of the benefit of the connection can be demonstrated by the sharing of a national report by the TRSA measuring the use of water, gas and electricity in laundry companies in the US. The report showed downward usage trends in all American states and the TRSA is now using the information to lobby the

Government.

Steve will now investigate the establishment of a similar national survey of environmental indicators for our industry in Australia, and is speaking with the company that carries out the survey work in the USA.

Please contact Steve for further information on any of this material (see contact details on page 4).



EMERGING STRONGER FROM THE DOWNTURN

THE GLOBAL FINANCIAL CRISIS HAS AFFECTED ALL LEVELS OF THE ECONOMY, WITH OUR INDUSTRY FEELING THE IMPACTS ON SECTORS SUCH AS TOURISM, ALLIED TRADERS, AND LAUNDRY MACHINE MANUFACTURERS. ADD TO THIS THE INCREASING COST OF LINEN SUPPLIES, WATER, GAS, ELECTRICITY AND TRANSPORT AND IT IS PROVING TO BE A CHALLENGING TIME FOR THE INDUSTRY.

THE GOOD NEWS IS THAT RECENT ECONOMIC DATA SUGGEST THE AUSTRALIAN ECONOMY IS IN THE EARLY STAGES OF RECOVERY. JUNE QUARTER NATIONAL ACCOUNTS RECORDED SOLID DOMESTIC DEMAND GROWTH, AND AUSTRALIAN INDUSTRY GROUP DATA RELEASED ON BOTH THE MANUFACTURING AND SERVICES SECTORS SHOWS IMPROVED ACTIVITY IN AUGUST.

Those businesses that have weathered the downturn, have generally employed a range of sound business strategies to ensure they emerge stronger as the economy picks up. These are likely to have included:

- managing cash flow
- re-working the business plan
- maintaining a market profile
- re-assessing operations to strip out wasteful processes

- maximising external supplier and customer relationships
- communicating clearly to employees and customers
- ensuring systems cultivate innovation and
- accessing independent external advisers as needed.

Please contact Anne Younger for more information on the recently released data or the business strategies outlined.

Think continuous improvement and examine each component of your laundry cycle

Building on the concept of continuous improvement, this diagram shows a laundry cycle common to most laundries.

Lean manufacturing practitioners examine each component in the laundry cycle with

the aim of decreasing waste in their processes and increasing efficiency.

The TRLAA plans to cover continuous improvement methods for components of the laundry cycle in future newsletters.



Competition—name the newsletter

We are looking for a new name to fit with the fresh directions for the TRLAA. Suggestions will be accepted up until **31 October**, with the member providing the selected name winning a night's accommodation for two at a Novotel hotel of your choice.

Send your entry to Anne Younger.

TRLAA Executive Committee

Queensland	TRLAA President Steve McGoldrick Ph: 0414 535 161 steve@aaronslinen.com
Western Australia	TRLAA Vice President Ray Gianoli Ph: 0411 646 512 director@primelaundry.com.au
Victoria	Warwick Brown Ph: 0408 544 081 warwickb@princes-laundry.com.au
South Australia	Steve Callinan Ph: 0414 576 032 StephenCallinan@alsco.com.au
New South Wales	Jeff Gruber Ph: 0425 297 017 nswadmin@trlaa.com.au
Tasmania	Neil Johnson Ph: 0418 133 608 neil@topcentrelaundry.com.au
Treasurer	Paul Newbery Ph: 0414 576 006 pnewbery@alsco.com.au
Secretary	Anne Younger Ph: 0448 852 722 ayounger@aigroup.asn.au