



A quarterly newsletter from the TRLAA Executive Committee on textile rental and laundry association action at a national level and across the states

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# The Clean Sheet

Edition 5—December 2010

## Your National Body: Looking back, moving forward

### Looking at the last twelve months and activities for 2011

During the last 12 months, the TRLAA has been establishing new foundations according to the TRLAA Charter published last year, <http://www.trlaa.com.au/states/uploads/152447879531.pdf>. Accordingly, many of the TRLAA's activities this year have been aligned with this Charter.

- Communication
- Environment
- Continuous improvement
- Marketing
- Human Resources
- Laundry standards
- National Training
- Research and Development

This edition of the *The Clean Sheet* follows progress and on-going initiatives under each of these areas.

### Communication

#### Meetings

The State Directors of the TRLAA have met three times this year face to face.

#### Teleconferences

The State Directors of the TRLAA have regularly communicated via teleconferences.

#### Website

Increased capacity was organised for the website to enable it to include important links, documents and newsletters.

#### Newsletter

*The Clean Sheet*, TRLAA's quarterly newsletter was established to communicate newsworthy industry activities to members in all states.

### International Relationships

The TRLAA was invited to attend a meeting of ETSA (European Textile Service Association) earlier this year and at that meeting it was decided that ETSA, TRSA (USA) and TRLAA would meet together once a year around an international show to collaborate on challenging laundry issues. The first meeting will be held in June 2011 and the TRLAA was invited by ETSA to assist in the coordination of the agenda of the first meeting.

### Environment

The TRLAA has increased the awareness of many environmental issues through *The Clean Sheet*. The TRLAA in particular has sought to strengthen and build on the scientific work conducted by RMIT - Lifecycle Assessment of Surgical Gowns – Disposable versus Reusable.

Members of the TRLAA helped review the draft laundry standards for Australian laundries that include 'sustainable' water and energy efficiency criteria. Establishing sustainable water and energy efficiency targets for small, medium and large laundries is an important milestone for the industry as it provides a starting point.

## Appendix 14: Sustainable Practices

### Water and Energy Efficiency

Table 20 outlines the water and energy efficiency criteria that must be achieved according to Element S1 and S2.

Table 20: Sustainability Criteria: Energy & Water

Criteria	Measure	Small	Medium	Large / Very Large
Wash Volume	Production (Tonnes)/Week	≤ 30	30-70	≥ 70
Water	Total Water/ Kg Washed	≤ 21	≤ 18	≤ 15
Energy	Total Energy MJ / Kg Washed	≤ 8	≤ 7	≤ 6

A Green Laundry Assessment tool was also developed and is available for use throughout the industry.



## Environment (continued)

Members of the TRLAA assisted in the development of new laundry standard measurement criteria that demonstrate laundries are great recyclers in our communities. The draft standard supported by members of the TRLAA also outlines routine testing of waste-water and a guideline to expected wastewater contaminants using a European survey of laundries.

### Reuse Index

Table 21 sets out an example of an average week's production in a very large laundry

**Table 21: Reuse Index for the Production (Linen) – RIP**

Item	Total Delivered Products Kg's	Reuse Factor / %	Reuse Weight Kg's	Disposal / Loss* Kg's	Useful life
Total linen Items supplied	143,703	124/125	142,553	1,150	125 uses per life
Linen by-products supplied	1,276	65%	804	472	
Reusable packaging: 715 linen covers	179	149/150	178	1	150 uses per life
Disposable packaging - plastic - 6 rolls	30	0/6	28	2	
Disposable packaging - strings - 14 rolls	26	0/14	0	26	
<b>Total Weight</b>	<b>145,214</b>		<b>143,563</b>	<b>1,651</b>	

$$\text{RIP} = 143,563 / 145,214 = 98.86\%$$

Accordingly, the laundry in the above example reuses **98.86%** of its weekly production supplied to its customers

## Continuous Improvement

### Water / Energy Efficiency

The main areas of improvement laundry operators raised during the year were water, energy and labour efficiency. The TRLAA has provided information through the newsletters to help laundries set targets for various KPIs, e.g. water efficiencies. These KPIs can be used by laundry operations to work towards targets.

### Forums for Improvement

The TRLA state bodies have reported to have had many meetings which provide a forum where TRLA members can discuss innovations and technologies that can improve the performance of their laundries.

### Industry Benchmarks

It is envisaged that the way forward to assisting laundries is to conduct third party industry surveys measuring water, energy and labour efficiency in order to provide better quality information to participating laundries. Many industries such as agriculture or manufacturing have established First Quartile KPIs that can be used by the industry to progress towards. The development of industry KPIs is critical in guiding laundries in the maintenance of sustainable business.

## Marketing

The best marketing for the industry convinces customers that environmental care and hygienic practices are being applied.

The biggest step towards marketing the image of the laundry industry has been to review the development of HACCP based standards for linen processing and handling. A group of 10 laundries in all states has indicated being part of a group of certified laundries to the draft HACCP based laundry standard.

The early adoption program should result in these laundries being certified by May/ June 2011. Once the early adopter laundries complete their certification there will be a strong marketing of the benefits of the new laundry standards that certify hygiene and environmental care to the healthcare and hospitality industries.



## Human Resources

### *Award Modernisation*

All state associations united to allow the TRLAA to represent them at the Australian Industrial Relations Commission (AIRC) hearings to establish the new modern award for laundries and dry cleaners on January 2010.

TRLAA Directors highlighted the need for laundries to address employee safety programs to help lower workers compensation costs.

## Laundry Standards

### *CSHLS*

The TRLAA has participated in the review of the draft HACCP based laundry standard, called CSHLS – Certified Sustainable Hygienic Linen Standards. These standards provide a HACCP based approach to processing and handling reusable linen in hospitality, industrial and healthcare facilities. The standard will also be updated shortly to include hygiene guidance for the linen handlers in hospitality, industrial and healthcare facilities.

## Training

### *Production Managers Institute training*

The TRLAA and Bridgeworks sponsored the TRLAA President to visit and attend meetings with the TRSA's Production Managers Institute (PMI) in April 2010 in the USA, with the aim of establishing a similar PMI in Australia in 2011/2012. The TRLAA and Bridgeworks are in discussions to progress this initiative.

### *2012 Conference – TRLAA*

The TRLAA has proposed negotiations with the LaunTex organisers to consider joint organisation of a conference from 2012. The TRLAA is still interested to hear from state association volunteers to form a conference committee. Please email the TRLAA secretary if you are interested in helping to formulate a 2012 conference program.

## Research and Development

### *Hygiene Monitoring – ATP Swabs*

A survey was conducted in four Brisbane laundries on the benefits of the use of ATP swabs for hygiene monitoring. The paper was published earlier this year and it is hoped to include further details in the next newsletter.

### *Viral Bioindicators*

The TRLAA President is currently discussing the development of viral bioindicators with a leading virologist in Melbourne. The purpose of viral bioindicators is to demonstrate if hardy viruses like norovirus are being disinfected in healthcare laundries.



## FOCUS ON VICTORIAN NEWS

### Trade Waste

The Victorian Government recently appointed its Essential Services Commission (ESC) as the regulator of trade waste management in Victoria.

This was important news for companies in the industrial laundry sector across Victoria, particularly those with multiple sites, because the new arrangements will mean more consistency and consultation for end-users.

The ESC released a scoping paper 'Developing a Trade Waste Customer Service Code' and spoke with the TRLAV as part of its consultations.

The changes mean the ESC will develop:

- a Code of Practice, guidelines and processes for setting prices, dispute resolution as well as arbitration arrangements
- Define trade waste management objectives so that conflicts in objectives can be resolved
- Support voluntary cleaner production projects
- Uniform, improved and transparent operational arrangements across Victoria.

The TRLAV recently formally submitted its position on the changes to the ESC.

### Government proposal to extend waterMAP compliance

The Victorian Government is considering the extension of the waterMAP program to include all industrial, commercial and institutional water customers that consume 5 million litres or more of drinking water per annum (approx \$5,000 pa). The current threshold is 10 million litres pa.

Ai Group has responded to the government and highlighted concern about the likelihood of problems for small business in reporting in the extended waterMAP scheme, and also to the extensive savings that have been achieved through the existing Support 155 Program.

### Electricity Distribution

The Australian Energy Regulator (AER) recently approved large increases to local network charges in NSW, Queensland and South Australia to fund infrastructure changes to improve supply reliability in those states. The AER has indicated that different conditions apply in Victoria and recently rejected proposals from Victoria's five electricity distributors for substantial increases in revenues (prices) for infrastructure works and operating expenditures. The decision covers the distribution service areas of Powercor Australia, CitiPower, Jemena, SP AusNet and United Energy.

Details are available at [www.aer.gov.au](http://www.aer.gov.au)

Merry Christmas and all the best for the new year from the  
TRLAA Executive Committee.



## TRLAA Executive Committee



### TRLAA: raising your national industry issues

Any issues you have that are relevant for the national body to address can be raised with your state's representative listed to the right, or email the secretary. Any issues raised will be addressed at Executive Committee meetings.

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