



# 2024 ESG REPORT

**HLS**  
LINEN SERVICES

A CLEAN FRESH APPROACH

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WHO WE ARE



## Overview

HLS was established in 1974 and has continually provided a centralized, cost-effective linen service for its many customers.

HLS Linen Services is proud of its fifty-year history of providing linen and laundry service to many regions of Ontario and into Western Quebec.

The plant layout of HLS Linen Services Inc. in Toronto and Ottawa employs a standard technique of clean and soiled area separation. A physical barrier has been built between the clean and soiled departments with airflow running from the clean area to the soiled area in order not to cross-contaminate the working areas. The HLS processing plant is equipped and ventilated to prevent the dissemination of contaminants. The ventilation systems include adequate intake, filtration, exchange rate and exhaust in accordance with local, provincial and federal requirements.

## State Of the Art Technology

HLS continues to invest in the most technologically advanced processing equipment available. We use Kannegiesser continuous batch washers and automatic dryers. Our finishing equipment is from world class manufacturers. Computerized systems on the equipment track controls all factors that impact on the quality of products our customers receive. We have sophisticated materials handling systems that move linen through the plant on space saving overhead monorails and conveyor systems. Consultants from a variety of fields including linen products and equipment manufacturers provide expert and timely advice to support our service to you the customer.

HLS soiled linen areas are physically separate from clean linen areas and suitable precautions are taken in processing.

HLS linens are washed in the water temperature recommended by the manufacturer and are ironed at 380-degree temperatures.



## Equipment And Technology

HLS Linen Services is equipped with seven Kannegiesser 14 and 16 compartment continuous batch washer tunnels, sixteen ironers fully equipped with automated feeders and folders, twenty-three small piece folders and a state-of-the-art overhead rail system. Our equipment is from world class manufacturers, and all are on a preventative maintenance program to maintain them at optimum levels.

The HLS facility has controlled climate space. Ventilation through the interior is provided for through 14 separate filtered roof top units with direct expansion cooling and gas heating. In addition, there are twenty-four ventilating fans moving air from outside the building, through the building and eventually exhausting to the outside again. Ventilation of the building is done in order of prevailing winds from West to East following the winds, and provides for the removal of air, as well as the carrying away of spent air from the immediate vicinity of the building, an often-overlooked point. The building is arranged similarly, from West to East as OR Pack room, clean side, and finally on the East the Soiled side (working with the prevailing winds). As well, in the interior, HLS uses both fixed blade propeller ventilation, as well a variable vector, variable speed high velocity nozzled fans. These

fans serve to mix interior air, cool surfaces, and suspend particles for removal. With this arrangement HLS has the capacity to move approximately 5.9 million cubic feet of air per hour in typical operating mode, and almost double that when operating all fans at times. This arrangement provides an efficient 10 air changes per hour, while ventilating all process equipment to the exterior, and utilizing 100% outside air for dryers. All the ventilation, HVAC, and mechanical systems in the facility (including the chemical feed and control systems) are controlled and operated by a custom DDC automation control system.

A building level network surrounds this facility interlinking all equipment for control purposes. Differential pressure between the clean side and the soiled side is monitored continuously by an ultra-low-pressure transducer, and this sensor is sensitized to 1 pascal. When differential pressure approaches neutral between the two building sides and email alert system incorporated into the building control system initiates emails directly to plant engineering to alert them. Many systems within the facility utilize this arrangement to facilitate continuous control. At any time, additional ventilation equipment can be adjusted remotely (from anywhere in the world) to maintain differential pressure or raise or lower building ventilation rates, velocities, or temperatures.





**Both HLS plants include the following:**

- Nine soiled receiving docks for offloading and eleven clean linen shipping docks that are separated by a barrier wall to prevent cross contamination of clean and soiled linen.
- Sixty (60) soiled linen sorting hoppers which have productivity of 1200 pounds per operator hour.
- Soiled side post sort capacity to store 550 bags or 90,750 pounds of soiled linen.
- Soiled Linen carts are received and put through a dual cart wash that handles up to 200 carts per hour. This system cleans and sanitizes carts, delivering them to the clean linen area.
- Seven highly automated Kannegiesser 165 pound, 14 and 16 compartment continuous batch washers called "tunnels" which have the ability of calculating variable wash load sizes using "ratio metrics". We also have capability of adding more tunnels to allow for future growth.
- Wash cycle times of 120 seconds for linens with wash temperatures averaging 140 degrees Fahrenheit.
- Emergency storage tank has been built into the foundation of the building in the chemical inventory room in the event of a spill. This is a significant safety feature.
- Automated below grade trough systems of chemical delivery which includes over five kilometres of flexible tubing.
- Seven Kannegiesser 45 bar presses that produce up to 3600PSI of pressure used to extract excess water out of washed laundry.
- ETECH material handling systems and related software management for routing of laundry via four kilometers of monorail which use gravity and lifts. The laundry moves from the soiled linen area automatically through the wash and dry process and then onto the clean side to be distributed to the appropriate department.
- The capacity of the ETECH monorail system is 550 bags or 90,750 pounds on the soil side and 800 bags or 132,000 pounds on the clean side.
- Sixteen high speed flatwork ironers for processing flat bed sheets, draw sheets, flannel blankets and pillowcases.
- Twenty-three small piece folders and one blanket folder used for precision folding of bath towels, underpads, patient gowns and other dryfold items.
- Thirteen lift tables deployed strategically throughout the facility for dedicated hand folding of various items.
- 24 skylights are strategically located throughout the production areas of the plant to provide as much natural light for the employees as possible resulting in the reduction of lighting requirements by 35 percent.
- All trucks are sanitized using a UV (ultraviolet light) disinfection system. The UV-MAX is a rugged mobile surface disinfection unit that uses UV-C light energy to keep surfaces hygienically clean. Avoiding costly chemical usage, it provides consistent repeatable performance in a safe manner.





## Land Acknowledgement

- We acknowledge that long before Canada was a country, strong nations and cultures existed here — and continue to exist.
- The Canadian lands on which HLS operates have been the site of human activity for 15,000 years. Today, these lands and lakes continue to be home to many First Nations communities from across Turtle Island, also known as North America.
- Our head office, located in what is currently known as Ottawa, is built on un-ceded Anishinabe Algonquin territory. The peoples of the Anishinabe Algonquin Nation have lived on this territory for millennia. Their culture and presence have nurtured and continue to nurture this land. HLS Linen Services honours the peoples and land of the Anishinabe Algonquin Nation.. We are grateful that we can live and work here, and we are committed to building and sustaining a relationship with Indigenous peoples based on respect, dignity, trust and cooperation.
- At HLS, we know that land acknowledgments mark a small but important step in the journey of confronting the truth and working towards reconciliation with Indigenous peoples. We are in the early stages of our journey. As we look ahead and live our Core Values, we are committed to acknowledging the truth and advancing reconciliation.



# EMBRACING SUSTAINABILITY IN OUR INDUSTRIAL LAUNDRY OPERATIONS

A Message from the CEO



HLS Linen Services recently celebrated our 50th year in operation, serving Eastern Ontario and Western Quebec. As we continue to navigate the dynamic landscape of the industrial laundry sector, I am pleased to share our commitment to sustainability through our environmental, social, and governance (ESG) initiatives.

At HLS, we recognize the profound impact our operations can have on the environment, our communities, and our workforce. Therefore, I am proud to present our latest ESG report, outlining our efforts and achievements in these key areas.

### Environmental Stewardship:

In our pursuit of environmental sustainability, we have implemented cutting-edge technologies and best practices to reduce our carbon footprint. Our investments in energy-efficient equipment, water recycling systems, and eco-friendly detergents showcase our dedication to minimizing our environmental impact.

### Social Responsibility

Our commitment to social responsibility extends beyond our facility walls. We have actively engaged with local communities through outreach programs, providing education and support. Additionally, our emphasis on employee well-being includes initiatives such as health and safety protocols, employee training programs, and fair labor practices.

### Governance Excellence

Transparent governance is the bedrock of our organization. We adhere to the highest standards

of corporate governance, ensuring accountability, ethical decision-making, and shareholder value. Our leadership team is committed to fostering a culture of integrity, diversity, and inclusion.

### Continuous Improvement

While we celebrate our accomplishments, we acknowledge that sustainability is a journey, not a destination. We are dedicated to continuous improvement and will remain agile in adapting to emerging challenges and opportunities. Your feedback and ideas are invaluable as we work together to advance our ESG goals.

I encourage all interested parties to explore this detailed ESG report, also available on our website. It reflects the collaborative efforts of our entire team and reinforces our commitment to creating a positive and lasting impact.

We want to thank our staff, our employees, and our partners for sharing our dedication to HLS's mission and for being instrumental in our sustainability journey. Together, we can build a future where responsible business practices are synonymous with success.

**Rocco Romeo**  
CEO





# ABOUT THIS REPORT





This ESG Report provides a high-level overview of HLS's approach to environmental, social and governance (ESG) issues, our actions and initiatives for our most important ESG topics, and key highlights.

This year also marks our first-time reporting. As we continue to build on our ESG reporting maturity, we will consider adding compliance to standards for future reporting such as the Sustainability Accounting Standards Board (SASB), an independent standards-setting organization.

## Scope

This ESG Report is focused on the activities and outcomes of HLS during the 2024 fiscal year and unless otherwise indicated, information in this ESG Report should be read as applying to that period.

Unless otherwise indicated, all references to employees across our ESG reporting include full-time and part-time employees of HLS, and do not include employees of suppliers or agents.

## Our Approach to ESG Topics

Our approach to managing ESG topics shapes our business practices and proactively addresses the challenges facing our industry and country. It builds on our strengths, creating a competitive edge that positions us as leaders and underscores our dedication to a better future for all Canadians.

For over fifty years, we have been committed to providing high-quality products and services that meet the needs of our customers and contribute to the well-being of the communities we serve.

This commitment is shaped by an understanding that our country faces significant environmental, social and economic challenges that demand our attention. Addressing these challenges is not only a responsibility; it is imperative for securing the long-term success of our business and ensuring a prosperous future for Canadians.

Investing in ESG initiatives is central to our commitment to maximizing long-term value for all our stakeholders. These initiatives focus on delivering value and convenience to our customers, strengthening communities and developing our employees. Our ESG approach enables us to manage risks, foster innovation and strengthen the fundamental environmental and social systems on which our business depends. Most importantly, our approach to ESG builds a relationship of trust with our customers, employees and communities, empowering us to continue being a reliable partner for Canadians for years to come.

A close-up photograph of a person's arm and hand holding a stack of five white towels. The towels are folded and stacked horizontally, with the top towel showing a distinct ribbed texture. The person is wearing a light-colored, possibly white, sleeveless top. The background is a plain, light blue-grey color.

# WHAT ESG MEANS TO HLS





HLS believes that operating in a sustainable manner, consistent with ESG principles, is fundamental to the long-term success of our company, and to our ability to deliver value and enhance the prosperity and well-being of the places and people we serve.

The long-term success of HLS is intrinsically linked to ESG performance. As an essential service and a business owned by a consortium of healthcare facilities, we have a responsibility to the environment, to communities, and to the people of the province. Over several years, HLS has worked to integrate ESG across our business. ESG is integrated in our corporate strategy and business model, throughout our risk management framework and policy requirements, and within our performance targets. Our Board of Directors and senior management directly oversee our ESG performance and reporting, and ESG performance helps determine executive compensation.

## Our commitment to excellence

The positive impact HLS is able to make through our operations and initiatives in the industry across the province are frequently recognized with certifications, awards and accolades:

### Accreditations

HLS is certified to a number of standards which require routine audits to verify that all procedures are followed. These include:

- HLAC (Healthcare Laundry Accreditation Council) Accreditation
- HLAC Part IV: Certified Hygienic Testing
- TRSA Hygienically Clean
- ISO 9001 – Quality Management Systems
- ISO 14001 – Environmental Management Systems
- CSA Standards Compliance
- TRSA Clean Green Certified

All audit records are maintained, including internal audit activities and results.







TRSA Hygienically Clean Ottawa Facility



TRSA Hygienically Clean Toronto Facility





Certificate CA19/81827476

The management system of

## Ottawa Régional Hospital Linen Services Inc

45 Gurdwara Road, Ottawa, Ontario, K2E 7X6, Canada

has been assessed and certified as meeting the requirements of

### ISO 14001:2015

For the following activities

Linen, laundry and sterilization services to hospitals, nursing homes, care centres, and residential facilities. Linen and laundry services to the hospitality industry.

Issue 3
<b>Sites</b>
Ottawa Régional Hospital Linen Services Inc 45 Gurdwara Road, Ottawa, Ontario, K2E 7X6, Canada
Linen, laundry and sterilization services to hospitals, nursing homes, care centres, and residential facilities. Linen and laundry services to the hospitality industry.
Ottawa Regional Hospital Linen Services Inc 150 New Huntington Rd Vaughan, Ontario L4H 0S6 Canada
Linen, laundry and sterilization services to hospitals, nursing homes, care centres, and residential facilities. Linen and laundry services to the hospitality industry.

This certificate is valid from 04 February 2024 until 01 November 2025 and remains valid subject to satisfactory surveillance audits.

Issue 3. Certified since 01 November 2019

Certified activities performed by additional sites are listed on subsequent pages.



Authorised by

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Certificate CA05/3701



The management system of

## Ottawa Régional Hospital Linen Services Inc

45 Gurdwara Road, Ottawa, Ontario, K2E 7X6, Canada

has been assessed and certified as meeting the requirements of  
**ISO 9001:2015**

For the following activities

Linen, laundry and sterilization services to hospitals, nursing homes, care centres, and residential facilities. Linen and laundry services to the hospitality industry.

Issue 10
<b>Sites</b>
Ottawa Régional Hospital Linen Services Inc 45 Gurdwara Road, Ottawa, Ontario, K2E 7X6, Canada
Linen, laundry and sterilization services to hospitals, nursing homes, care centres, and residential facilities. Linen and laundry services to the hospitality industry.
Ottawa Regional Hospital Linen Services Inc 150 New Huntington Rd Vaughan, Ontario L4H 0S6 Canada
Linen, laundry and sterilization services to hospitals, nursing homes, care centres, and residential facilities. Linen and laundry services to the hospitality industry.

This certificate is valid from 21 July 2023 until 21 July 2026 and remains valid subject to satisfactory surveillance audits.

Issue 10. Certified since 03 August 2005

Certified activities performed by additional sites are listed on subsequent pages.

*Jonathan M. Hall*

Authorised by  
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Global Head - Certification Services

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*hereby certifies that*

# HLS Linen Services

*Earned the Clean Green Certification that is valid from*

***12/2019 - 12/2022***



**CLEAN GREEN®**

**TRSA® Certified**  
Reusable Textile Industry

*TRSA Clean Green Certification recognizes companies that demonstrate responsible leadership in sustainability and conservation to protect the environment. The program acknowledges a textile service company's continuing commitment to improving efficiencies in water and energy conservation and adoption of best management practices for reusing, reclaiming and recycling resources.*

A handwritten signature in black ink, appearing to read 'James W. Buik'.

James W. Buik  
Chairman

A handwritten signature in black ink, appearing to read 'Joseph Ricci'.

Joseph Ricci  
President & CEO





## Awards

For the year 2024, HLS has been recognized by industry leaders by the following awards:

- TRSA's 2025 Video Award for operators. HLS is a Gold level recipient of this award.
- TRSA's 2025 Diversity Recognition (Honorable mention)
- TRSA's 2025 Clean Green Sustainability. HLS is a Gold level recipient of this award







# ENVIRONMENTAL RESPONSIBILITY





## Environmentally Friendly Practices

HLS Linen Services is committed to pollution prevention, regulatory compliance and continuous improvement of our environmental management. Our goal is to be the industry leader for environmental excellence. We will achieve this goal by continuously improving our processes to minimize environmental impact and waste. The environment is a vital part of every community we work in and serve. For us it is an essential consideration every day. Our business interacts with area water systems and the air we all breathe. We take the appropriate steps to ensure these resources are safeguarded for the future. All HLS plant effluents are monitored and we are very aggressive in ensuring we minimize our environmental footprint.

We even choose chemicals that have a reduced impact on the environment, such as using

hydrogen peroxide instead of chlorine bleach. This sound choice leaves virtually no residual chemicals in the water. But we do not stop here. Even the smallest details such as water temperature are watched closely, as it could cause adverse chemical actions.

HLS also takes initiatives to conserve energy. The goal is to recycle energy as much as possible while buying less and less. With our new facility up and running, we have in use the most technologically advanced equipment.

The environment is quite simply in the nature of our business. HLS provides a laundry service that is an alternative to disposables. Not only do we clean linen safely and efficiently, we also play a part in reducing the amount of waste produced by hospitals, healthcare and hospitality facilities.

**A sample of recent metrics is attached.**



## Recent Metrics

	Fiscal Year	Annual Clean Linen Shipped (kg)	Annual Water Usage (m³)	Annual Water Rate (L/kg)	Annual Gas Usage (m³)	Annual Gas Rate (m³/kg)	Annual Electricity Usage (kWh)	Annual Electricity Rate (kWh/kg)
OTTAWA	2009-10	16,454,350	222,614	13.529	2,435,121	0.148	4,887,360	0.297
	2010-11	18,696,675	197,309	10.553	2,465,908	0.132	5,101,484	0.273
	2011-12	20,727,827	198,463	9.575	2,630,491	0.127	5,381,040	0.260
	2012-13	22,146,647	221,724	10.012	2,928,900	0.132	5,484,240	0.248
	2013-14	21,716,213	195,198	8.989	3,337,356	0.154	5,905,280	0.272
	2014-15	22,599,148	178,297	7.890	3,123,299	0.138	5,756,400	0.255
	2015-16	22,883,715	137,489	6.008	2,953,841	0.129	6,045,120	0.264
	2016-17	23,140,798	149,623	6.466	3,181,046	0.137	6,406,560	0.277
	2017-18	22,502,710	151,843	6.748	3,308,234	0.147	6,467,280	0.287
	2018-19	24,596,913	151,496	6.159	3,392,388	0.138	7,718,400	0.314
	2019-20	24,770,723	145,821	5.887	3,403,861	0.137	7,105,440	0.287
	2020-21	20,015,368	122,720	6.131	2,897,640	0.145	6,126,520	0.306
	2021-22	19,413,437	117,445	6.050	3,250,240	0.167	6,691,680	0.345
	2022-23	21,718,988	107,931	4.969	2,946,805	0.136	6,880,320	0.317
	2023-24	22,862,092	99,019	4.331	2,917,628	0.128	6,679,902	0.292
TORONTO	2020-21	2,906,648	14,895	5.124	390,433	0.134	1,242,284	0.427
	2021-22	5,300,055	27,155	5.124	714,669	0.135	1,896,409	0.358
	2022-23	6,877,336	41,220	5.994	885,737	0.129	2,432,115	0.354
	2023-24	7,239,301	43,389	5.993	895,407	0.124	2,567,204	0.354
COMBINED OTTAWA AND TORONTO	2009-10	16,454,350	222,614	13.529	2,435,121	0.148	4,887,360	0.297
	2010-11	18,696,675	197,309	10.553	2,465,908	0.132	5,101,484	0.273
	2011-12	20,727,827	198,463	9.575	2,630,491	0.127	5,381,040	0.260
	2012-13	22,146,647	221,724	10.012	2,928,900	0.132	5,484,240	0.248
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	2018-19	24,596,913	151,496	6.159	3,392,388	0.138	7,718,400	0.314
	2019-20	24,770,723	145,821	5.887	3,403,861	0.137	7,105,440	0.287
	2020-21	22,922,016	137,615	6.004	3,288,073	0.143	7,368,804	0.321
	2021-22	24,713,492	144,600	5.851	3,964,909	0.160	8,588,089	0.348
	2022-23	28,596,324	149,151	5.216	3,832,542	0.134	9,312,435	0.326
	2023-24	30,101,393	142,408	5.112	3,813,035	0.126	9,247,106	0.307



POLICY MANUAL

5.4 Environmental Policy

HLS Linen Services, a leading-edge linen cleaning service provider, is committed to environmental management leadership, protecting the environment, preventing pollution and conserving energy and natural resources in all its business activities, covered under its Environmental Management System

All personnel working on-site are expected to follow and support this policy and report any environmental concerns to the management team. Managers are expected to take prompt action to correct any deficiencies resulting in an adverse effect on the environment.

HLS Linen Services:

- Complies with all environmental federal and provincial regulations as well as municipal by-laws applicable to service operations accepting them as a minimum standard;
- Voluntarily complies with laundry industry requirements through the Healthcare Laundry Accreditation Council (HLAC) as well as the Textile Rental Services Association (TRSA).
- Acts promptly and responsibly to correct environmental incidents or conditions under its control that endanger the environment, including reporting incidents to authorities and informing affected parties as appropriate;
- Prevents pollution from the site through a dedicated facility management program;
- Uses environmentally friendly cleaning products that minimize impact to the environment;
- Conserves natural resources through energy conservation initiatives and water management programs;
- Supports a sustainable environment through reusing and recycling materials, purchasing recycled materials, and using recyclable packaging;
- Continually investigates and improves processes and equipment to reduce the impact of operations on the environment and improve environmental management system performance;
- Conducts internal and external audits of conformance to ISO 14001 and reports the results to the Environmental Management System Committee and management team; and
- Through training and awareness, ensures that managers, employees and contractors understand environmental aspects that they can influence.

HLS focuses on the following indicators to assess the effectiveness of environmental objectives, considering trends, plant loading, and potential interruptions affecting operational efficiencies:

- The rate of water use normalized per kg of clean linen shipped.
- The rate of gas use normalized per kg of clean linen shipped.
- The rate of electricity use normalized per kg of clean linen shipped.

The goal is to continually improve on these rates and/or the operational costs relating to these rates. This policy is reviewed at least annually at the Management Review Meeting and is posted throughout the facility.

Signed

Rocco Romeo, CEO

Date July 14, 2023

MS-07	Rev 5	July 2023
Prepared by:	Reviewed by	Page 8 of 41

## ISO 14001 CERTIFICATION

HLS has been ISO 14001 certified since 2009. This allows our organization to ensure that we are minimizing our environmental impact and actually aids us in reducing our costs!

With ISO 14001, we also analyze and control our expensive utility costs such as water, natural gas, electricity as well as to reduce our costs of steam generation. By measuring our consumption and applying environmentally friendly practices and technologies to monitor and control our utility costs, we are working together to help our environment in every way possible that we are able for future generations.

## ECO ADVANTAGE

At HLS we are dedicated to being an environmentally and socially responsible operation that works in partnership with our employees, customers, vendors and the environment. As a central laundry and linen service, we are an essential part of the healthcare and hospitality cycle. Used linens come to our plant, where they are washed, dried, ironed, folded, and then sent back to our customers to help provide comfort and care.

We recognize that any disruption to the linen cycle can have serious consequences for our customers, which is why we are constantly looking for better ways to provide clean, comfortable and quality linen quickly, cost effectively and efficiently.

At HLS Linen Service, we are also very respectful of all aspects of the environment. The world is changing, and we must consider our interdependence with one another and with the environment. These changes have inspired us to re-evaluate our business in terms of environmental impact, use of natural and human resources, and overall corporate responsibility. We are committed to building sustainable thinking into all aspects of our business; because we know that our actions today mean a better world tomorrow for generations to come.

The environment is quite simply in the nature of our business.

It is our promise to go beyond assisting our customers with a valuable community service. In everything we do, we strive to respect the environment, our partners and communities while making our workplace safer and healthier for our employees.

Here are some examples of our sustainability initiatives:





## ENERGY CONSERVATION PROGRAM

Our new state of the art facility has generated significant gas and water savings. Our cost per gas has dropped 3.89 cents per kilogram and water costs have dropped 2.66 cents per kilogram. The benefits of new state of the art equipment and efficient plant design of plant systems have materialized into significant savings.

## PRODUCTIVITY IMPROVEMENTS

Through innovative changes in material handling systems and more efficient plant space, overall output has been increased by 50%, reducing the average price per kilo of general linen shipped to customers. HLS is meeting all customer needs with only one shift!

## WASH CYCLE

At HLS we use concentrated wash formulas so a lot goes a long way. We perform energy audits that evaluate the amount of energy used in the overall wash process. This allows us to evaluate potential energy saving opportunities. In addition we use oxygen bleaching rather than chlorine bleach. Chlorine bleach can have adverse effects on the environment as it is discharged into the waste system.

## RECYCLING

Since 1988, HLS has been recycling wash water, reducing water use by two thirds. Not only does this save money, it has less impact on watercourses and translates into decreased costs to customers.

## HLS Top 10 Green Initiatives

1. We play an important role in reducing the amount of waste products by hospitals, health care and hospitality facilities with the reusable products we ship daily.
2. We use the most energy efficient wash and drying equipment available from our German supplier Kannegiesser.
3. The plant was designed with skylights to limit the use of lighting to save electricity.
4. We have water and heat reclaim systems that allow us to reduce our water and gas costs.
5. We use environmentally friendly chemicals in our wash process, including hydrogen peroxide instead of chlorine bleach.
6. Any ragged linen is shipped out or sold as rags thereby limiting the generation of garbage to landfill.
7. All of the soiled linen arrives in plastic bags which are recycled after use.
8. We have gas flow meters to monitor gas consumption on our dryers to ensure we are not using excessive amounts of gas.
9. Aluminum shipping carts are washed and reused to reduce packaging.
10. Methods continue to be researched to better use and reclaim water that is otherwise discarded, reducing overall consumption per kilogram.

## Annual Objectives

HLS sets annual objectives to reduce the environmental impact of its activities, as described in the table below. These are regularly monitored and activities adjusted to support the targets.

### OBJECTIVES AND PROGRAMS ACHIEVEMENTS

Objective	Target	Responsibility	Review Period
<b>Reduce water usage</b>	2% per kg of clean linen shipped	Chief Engineer	Monthly
<b>Reduce gas usage</b>	1% per kg of clean linen shipped	Chief Engineer	Monthly
<b>Reduce electricity usage</b>	0.5% reduction	Chief Engineer	Monthly
<b>Improve the accuracy and effectiveness of solid waste collection and recycling</b>	Revised documentation and record keeping	QHSSE Mgr, Chief Engineer, Maintenance Supervisor	Quarterly
<b>Maintain zero spills</b>	Zero spills	QHSSE Mgr	Annually
<b>Maintain zero violations from the Ministry of the Environment.</b>	Zero violations	QHSSE Mgr	Annually

# Regular KPIs

Regular KPIs are established and monitored as follows:

**Waste management (conventional waste)**

**landfill:** 250 m³ (2022)

**Recycling:** 567 m³ (2022)

**Energy use annually:** (2022)

**KPIs Gas:** (2022)

**KPIs Electricity:** (2022)

These are the KPIs and results for the last year based on the metrics above.

## OBJECTIVE: REDUCE WATER USAGE

**Target:** 2% reduction per kg of clean linen shipped

**Achieved:** Last year: 6.75 L/kg

**This year:** 6.16 L/kg

**Reduction:** 8.7%

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### OBJECTIVE ACHIEVED

## OBJECTIVE: REDUCE GAS USAGE

**Target:** 1% reduction per kg of clean linen shipped

**Achieved:** Last year: 6.75 m³/kg

**This year:** 6.16 m³/kg

**Reduction:** 6.2%

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### OBJECTIVE ACHIEVED

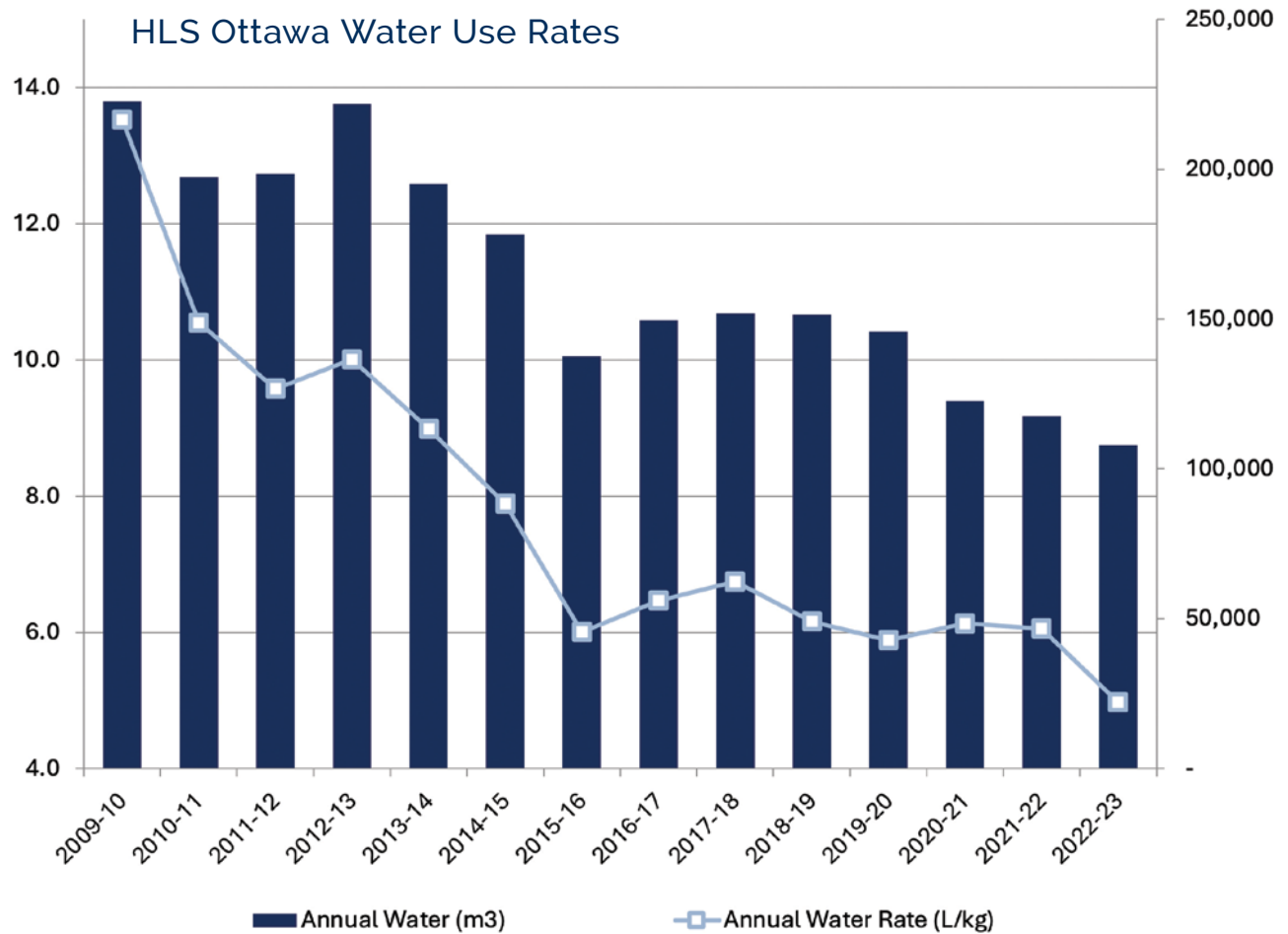


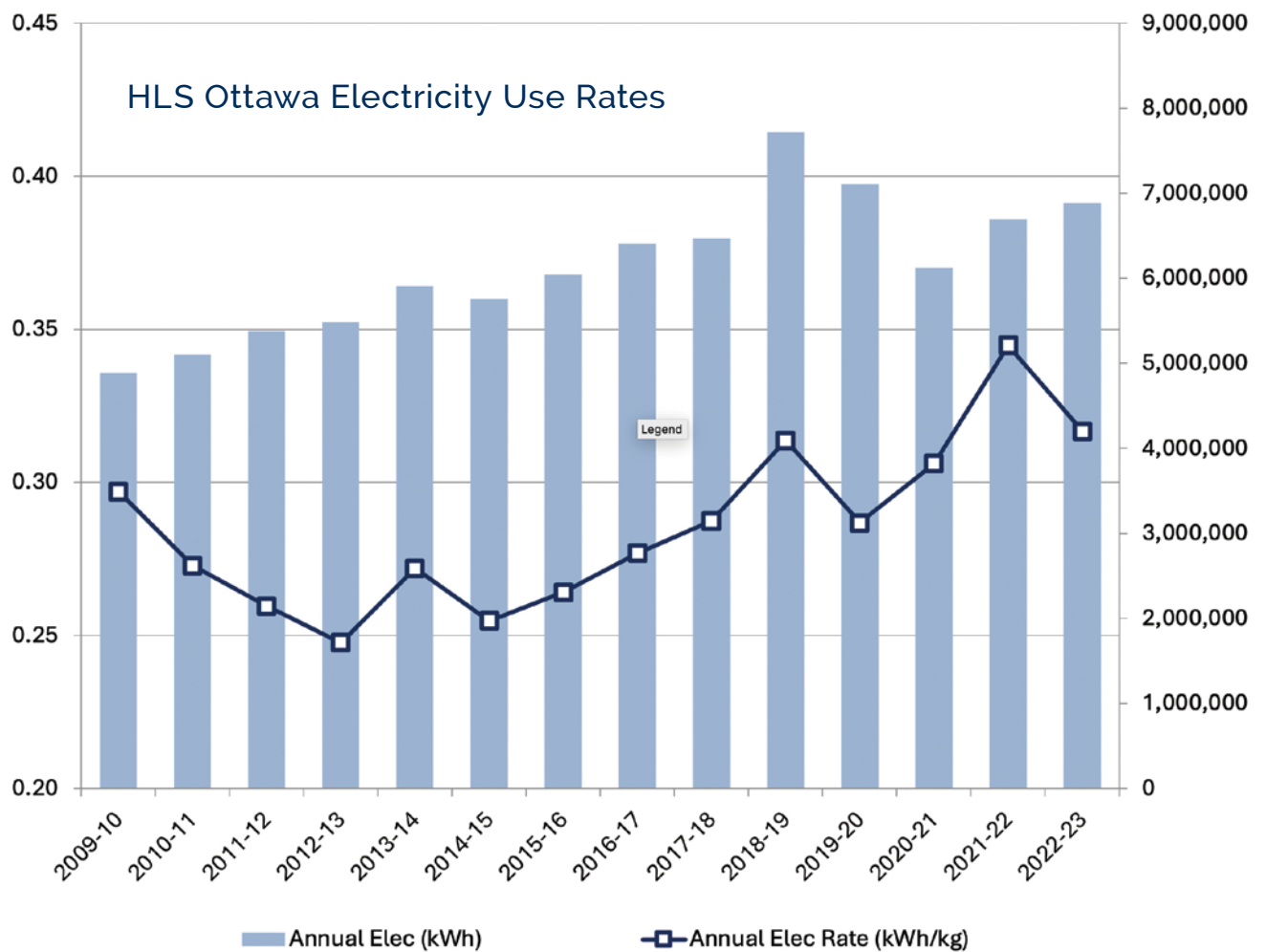
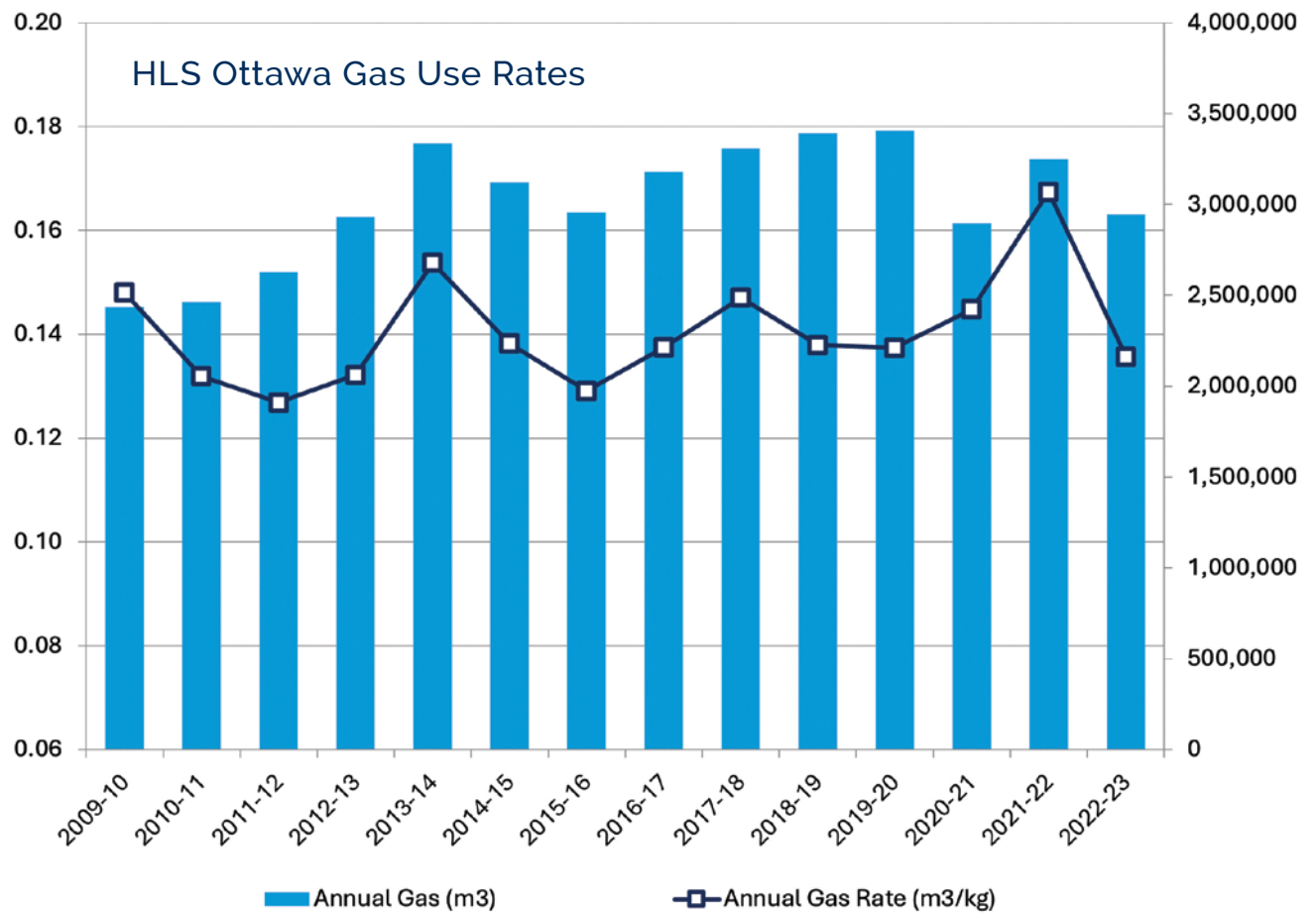




## We're Clean, we're Green

These charts show how we are constantly working to reduce our use of energy and resources, preserving the environment and reducing our impact.









# SOCIAL RESPONSIBILITY

People are at the heart of our communities and our successful businesses. Their talent and dedication are the driving forces that bring our Brand Purpose to life. We are committed to serving their needs, providing support for growth and giving back during challenging times. By working together, we create stronger, more resilient societies that foster long-term success. We endeavour to use our enterprise capabilities to advance diversity and inclusion, invest in our people and strengthen the communities we serve, as they are essential to the ongoing success of HLS.

## Diversity And Inclusion

Promoting diversity and inclusion in a commercial laundry is essential for creating a positive and equitable workplace culture. Here are several key strategies and practices we use to foster diversity and inclusion within our company.

### DIVERSITY IN RECRUITMENT

**Diverse Talent Sourcing:** We actively seek a diverse pool of candidates when recruiting for various positions within the organization.

**Unbiased Hiring Practices:** HLS has implemented processes that eliminate unconscious biases in recruitment and hiring decisions.

### INCLUSIVE WORKPLACE POLICIES

**Anti-Discrimination Policies:** HLS management clearly communicates and enforces policies that prohibit discrimination based on race, gender, age, ethnicity, sexual orientation, or other protected characteristics.

**Equal Opportunity Employment:** HLS is committed to equal opportunity employment and advancement within the organization.

### EMPLOYEE TRAINING AND DEVELOPMENT

**Diversity Training:** Provide training programs that promote awareness and understanding of diversity, equity, and inclusion issues.

**Skill Development:** We offer professional development opportunities to all employees, ensuring equitable access to training and career advancement programs.

### INCLUSIVE LEADERSHIP

**Diverse Leadership Team:** HLS has aimed for diversity at all levels of leadership within the organization.

**Inclusive Leadership Training:** Provide training for leaders to foster inclusive leadership behaviors and create an environment where diverse perspectives are valued.

### EMPLOYEE RESOURCE GROUPS (ERGS)

**Establish ERGs:** In the near future, HLS intends to create employee resource groups that focus on specific diversity and inclusion themes, providing a platform for employees to connect, share experiences, and contribute to a more inclusive workplace. We will recognize and support the efforts of the ERGs, acknowledging their importance in promoting diversity and inclusion.

### FLEXIBLE WORK ARRANGEMENTS

**Flexible Schedules:** We maintain flexible work schedules and arrangements that accommodate diverse needs, such as caregiving responsibilities or different cultural observances.

### DIVERSITY METRICS AND REPORTING

**Collect Data:** We consistently gather data on the demographic makeup of our workforce to identify areas for improvement.





**Regular Reporting:** Regular reporting on diversity and inclusion metrics demonstrates the organization's commitment to transparency and improvement.

### INCLUSIVE CULTURE BUILDING

**Promotion of Open Communication:** The HLS workplace is an environment where employees feel comfortable expressing their ideas, concerns, and feedback.

**Celebrating Differences:** Encourage the celebration of cultural diversity through events, activities, and recognition programs.

### ZERO-TOLERANCE FOR HARASSMENT

HLS Linen Services does not tolerate violence or unacceptable behavior in the workplace perpetrated by or against employees, customers, clients, or other third parties. In the event of a violent incident or unacceptable behavior perpetrated by an employee, HLS Linen Services will act to severely discipline the employee, up to and including discharge for cause.

#### Employees:

- Employees are responsible for informing their supervisors of any violence, potential risk of violence, or unacceptable behavior they may experience or witness.

#### Supervisors

- Supervisors are responsible for assessing the risk of violence to employees in their jurisdiction, minimizing those risks where necessary or reasonably possible and informing any affected employee of such risk or potential risk.

HLS Linen Services has established programs and procedures to reduce the risk of violence and unacceptable behavior in the workplace. All employees are expected to be aware of and participate in such programs and procedures, as required. The violence and harassment prevention program includes:

- Risk assessment process
- Documented procedures
- Control measures in place/ evaluation and implementation of corrective action
- Communication process/instruction to workers
- Training and education
- Reporting and investigation process

A workplace violence prevention checklist is used to ensure we have taken every step possible to control the risk of violence in HLS Linen Services and meet the legal requirements.

## SUPPLIER DIVERSITY

**Diverse Vendor Relationships:** HLS consistently works with a diverse range of suppliers and vendors, promoting diversity throughout the supply chain.

By actively embracing diversity and inclusion initiatives, a commercial laundry can create a more vibrant, innovative, and harmonious workplace, ultimately leading to increased employee satisfaction and improved business outcomes. Regularly assess and adapt these strategies to ensure ongoing progress and inclusivity within the organization.



This initiative reflects our commitment to social responsibility and sustainability, giving new life to textiles that might otherwise go to waste. By partnering with local shelters, we aim to make a meaningful difference in the lives of those in need. We look forward to continuing similar efforts and expanding our outreach in the future.

### THIS IS A SAMPLE OF DONATIONS MADE IN 2024

**Ottawa Mission:** 1 van load of blankets

**Cornerstone Housing for Women:** 250 Blankets

**Youth Services Bureau of Ottawa:** 200 Blankets.

**Operation Come Home:** 30 Blankets

**Belong Ottawa at the Well:** 150 Blankets

**Canadian Wildlife Federation:** 1 truckload of ragged linens

## Occupational Health and Safety Management

HLS's people are the foundation of our success and are valued for their dedication, commitment, skills, and abilities. They are the key to our present and future success as a company. Our number one priority remains the health and safety of all our employees, and our goal is to build a healthy, engaged, inclusive, and safety-minded workforce. To achieve this, HLS is focused on fostering the right skills and abilities within our workforce to enable operational and project excellence, and to meet the needs of our future.

## Community Involvement

HLS Linen Services recently took a step toward supporting the community by donating clean, high-quality blankets to local homeless shelters and social service organizations. Recognizing the urgent need for warmth and comfort during colder months, our team collected gently used blankets, professionally laundered them, and distributed them to organizations that assist individuals experiencing homelessness.





At HLS health and safety is a vital component of the management system. We recognize that we all share responsibilities for making sure our work environment is healthy and safe and we encourage everyone in the workplace to be accountable for health and safety and to lead by example. We have a strong health and safety policy which we post at the main reception area for everyone to see.

All employees must participate in an Employee Orientation where they are provided with necessary safety information about their job and tasks, informed of specific details about workplace hazards and provided an opportunity to learn about the company and ask questions to clarify new or unclear information. During the orientation the employee will also learn about work procedures that they must also read and complete in order to perform their work tasks properly and to our standards.

Training and awareness is built into our core business practices. Regular review and updates are provided to employees through a variety of



methods including one-on-one, read and sign, e-learning and group training. Throughout the year we also attach memos with information to employee pay stubs for things such as winter road driving, heat exhaustion preventative and general safety awareness.

We have a very active joint health and safety committee which meets regularly throughout the year, conducts systematic inspections and participates in accident/incident or near miss situation review and investigations to prevent future similar type incidents.

## WSIB Clearance

### Your clearance(s) / Vos certificats de décharge

We confirm that the business(es) listed below are active and in good standing with us.  
Nous confirmons que la ou les entreprises énumérées ci-dessous sont actives et que leurs comptes sont en règle.

Contractor legal or trade name / Raison sociale ou appellation commerciale de l'entrepreneur	Contractor address / Adresse de l'entrepreneur	Contractor NAICS Code and Code Description / Code du SCIAN de l'entrepreneur et description	Clearance certificate number / Numéro du certificat de décharge	Validity period (dd-mmm-yyyy) / Période de validité (jj-mmm-aaaa)
OTTAWA REGIONAL HOSPITAL LINEN SERVICES INCORPORATED	45 GURDWARA RD., NEPEAN, ON, K2E7X6, CA	812330: Linen and uniform supply	A0000J038W	20-Feb-2024 to 19-Aug-2024

Under Section 141 of the *Workplace Safety and Insurance Act*, the WSIB waives our right to hold the principal (the business that has entered into a contractual agreement with the contractor/subcontractor) liable for any unpaid premiums and other amounts the contractor may owe us for the validity period specified.  
Aux termes de l'article 141 de la *Loi sur la sécurité professionnelle et l'assurance contre les accidents du travail*, la WSIB renonce à son droit de tenir l'entrepreneur principal (l'entreprise qui a conclu une entente contractuelle avec l'entrepreneur ou le sous-traitant) responsable de toute prime impayée et autre montant que l'entrepreneur pourrait lui devoir pour la période de validité indiquée.

WSIB Head Office: 200 Front Street West  
Toronto, Ontario, Canada M5V 3J1

Siège social : 200, rue Front Ouest  
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1-800-387-0750 | TTY/ATS 1-800-387-0050  
employeraccounts@wsib.on.ca | wsib.ca





## Infection Control

### OPERATIONAL REQUIREMENTS: CROSS CONTAMINATION STRATEGY

The plant layout of HLS Linen Services Inc. in Ottawa employs a standard technique of clean and soiled area separation. A physical barrier (concrete wall) has been built between the clean and soiled departments with airflow running from the clean area to the soiled area in order not to cross-contaminate the working areas. The HLS processing plant is equipped and ventilated so as to prevent the dissemination of contaminants. The ventilation systems include adequate intake, filtration, exchange rate and exhaust in accordance with local, provincial and federal requirements. A facility layout may be made available for inspection upon signing of contract.

All of the soiled linen arrives in plastic bags which are recycled after use.

Aluminum shipping carts and plastic bulk bins are washed, sanitized and reused to reduce the potential cross-contamination.

The key components that HLS Linen Services deploys to ensure that we maintain the highest levels and standards of prevention of cross-contamination and infection control are as follows:

- A barrier wall between the soiled handling area and the clean processing area of our 185,000 square foot facility.
- Positive to negative airflow from the clean side of the facility to the soiled area that is constantly measured and maintained.
- HLS washes all linens in 140 degrees Fahrenheit water temperature and some items are ironed at 380 degree temperatures. Appropriate chemistry is used according to industry specifications and monitored by our chemical supplier, Ecolab. Additionally, there is a POD (Proof of Delivery) system in place that halts the operation of our equipment if either the temperature or chemistry variables do not meet our pre-determined requirements.
- Cart washing procedures that include the use of QUAT (Quaternary Ammonium) and/or iodine.
- A facility and plant wide cleaning program that occurs continuously while the plant is operating and also an overall daily plant cleaning after production hours. Vacuum systems, manual cleaning and circulating fans are used for this process.
- ATP testing. Strategically important and key areas of the laundry process in our facility are tested continuously and measured against baselines to ensure that HLS is within norms of bacterial limits.
- HLS Linen Services wraps every cart that it ships in a plastic recyclable covering. This guarantees that each load shipped on a material handling cart or bin is as aseptic as possible when it arrives at the customer location.
- All of our trucks are sanitized prior to the placement of clean linen. Detailed procedures on truck sanitization is provided in a later section.
- Clean and soiled linens never cross paths. HLS Linen Services Policies and Procedures require that deliveries of clean linen be made before any soiled linen is placed in the same transportation vehicle.

Soiled linen carts are disinfected with a Quaternary Ammonium compound and processed through a material handling/wash tunnel. Testing is completed on a daily basis. In addition, the interior cargo area of each vehicle in the HLS fleet has been treated with an anti-microbial shield. The policy of HLS Linen Services is never to cross-contaminate any clean and soiled linen carts. Clean linen is always delivered before ANY soiled linen is recovered from the client site.

All HLS Linen Services carts are wrapped in stretch film, providing extra exceptional protection against airborne contaminants. It is our method of insuring the provision of aseptically clean product to the customer.

HLS Linen Services is one of only three laundries in Canada that have the international HLAC (Healthcare Laundry Accreditation Council) Accreditation. This accreditation is proof that our cross-contamination and universal operating procedures are in place and working effectively. Compliance with these standards ensures processes are in place throughout the facility to ensure the customer receives hygienically clean linen.

## **Biohazardous Waste, Cytotoxic & Other Potentially Hazardous Drug Contaminated And Soiled Linen Procedure**

HLS maintains a procedure for the handling of biohazardous waste, cytotoxic & other potentially hazardous drug contaminated and soiled linen.

It is HLS Policy to ensure that specific biohazards, cytotoxic and other potentially hazardous drug contaminated linens and soiled linens are appropriately identified, bagged and labelled if required at the customer location before arriving onsite for processing. It is important to control this hazard at the source such that the soiled linen returning to HLS can be segregated and contained during transportation and appropriate safety precautions taken when handling and processing the soiled linen at the laundry. HLS linen handling personnel cannot easily distinguish between linens exposed to different types of biohazards.





# GOVERNANCE RESPONSIBILITY





Governance responsibility for HLS involves establishing effective structures, policies, and practices to ensure the company operates ethically, transparently, and in compliance with relevant laws and regulations. Here are the key areas that HLS focuses on for governance responsibility:

## Compliance and Legal Adherence

**Regulatory Compliance:** HLS remains informed about and adheres to all relevant local, regional, and international laws and regulations governing commercial laundries.

**Permits and Licenses:** The business holds all necessary permits and licenses to operate legally.

## Ethical Business Practices

**Code of Conduct:** HLS has developed, and enforces, a comprehensive code of conduct policy that outlines ethical business practices and expectations for employees and stakeholders.

**Anti-corruption Policies:** HLS has developed and implemented policies to prevent bribery and corruption within the organization.

## Transparent Reporting

**Financial Transparency:** HLS consistently maintains transparent financial reporting practices, including regular financial audits and reporting that adhere to accounting standards.

**Stakeholder Communication:** HLS consistently communicates transparently with stakeholders, including employees, customers, investors, and the community, about the company's performance and initiatives.

## Risk Management

**Risk Assessment:** Regularly assess and manage risks related to operations, finance, compliance, and reputation.

**Contingency Planning:** Develop contingency plans to address potential risks and crises effectively.

## Board Oversight

A competent and diverse board of directors provides oversight and strategic guidance.

**Board Committees:** Establish committees within the board to address specific governance areas, such as audit, compliance, and ethics.

## Data Protection and Privacy

**Data Security:** Implement robust data protection measures to safeguard sensitive information, including customer and employee data.

**Privacy Policies:** Develop and adhere to privacy policies that comply with data protection laws.

## Employee Relations

**Employee Engagement:** Foster positive employee relations through open communication, fair treatment, and opportunities for professional development.

**Whistleblower Protection:** Establish mechanisms to protect whistleblowers and encourage reporting of unethical practices within the organization.

## Supply Chain Governance

**Supplier Management:** Implement ethical sourcing practices and ensure that suppliers adhere to the same standards of governance.

**Supply Chain Risk Management:** Assess and mitigate risks within the supply chain to maintain governance standards.

## Continuous Improvement

**Performance Metrics:** Develop key performance indicators (KPIs) to measure and improve governance-related initiatives.

**Regular Audits:** Conduct regular internal and external audits to assess governance effectiveness and identify areas for improvement.

By prioritizing governance responsibility, HLS builds trust among stakeholders, enhances its reputation, and establishes a strong foundation for sustainable and ethical business practices. Regular reviews and updates to governance frameworks ensure adaptability to changing regulatory landscapes and industry standards.



# **HLS**

**LINEN SERVICES**

A CLEAN FRESH APPROACH

EXCELLENCE IN QUALITY & CUSTOMER SERVICE

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