



# 2025

## ESG REPORT

**HLS**  
LINEN SERVICES

A CLEAN FRESH APPROACH

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# WHO WE ARE



## Who We Are

HLS Linen Services is a Canadian industrial laundry and linen services provider supporting healthcare and hospitality customers across Eastern Ontario and Western Québec. Established in 1974, HLS operates two state-of-the-art facilities in Ottawa and Toronto and delivers hygienically clean, reliable, and high-volume linen services to acute care hospitals, long-term care facilities, rehabilitation centres, mental health institutions, and hospitality partners.

As an essential service provider to healthcare systems, HLS plays a critical role in patient care, infection prevention, and operational continuity. Our services enable healthcare facilities to focus on delivering care while ensuring the availability of clean, safe, and compliant textiles.

HLS processes tens of millions of kilograms of linen annually through highly automated, high-efficiency operations designed for reliability, consistency, and regulatory compliance. Our facilities are engineered to maintain strict separation between clean and soiled areas, supported by controlled airflow, barrier walls, and continuous environmental monitoring to prevent cross-contamination.

Our operations are built around advanced processing technologies, including continuous batch tunnel washers, automated presses, high-speed ironers, and integrated material-handling systems. These technologies support both operational efficiency and environmental performance through optimized water use, energy efficiency, heat recovery, and process controls.

HLS maintains a strong culture of quality, safety, and accountability, supported by certified management systems and third-party accreditations. The organization is certified to ISO 9001 (Quality Management Systems) and ISO 14001 (Environmental Management Systems) and is accredited by the Healthcare

Laundry Accreditation Council (HLAC) and TRSA Hygienically Clean and Clean Green programs. These certifications and accreditations reflect our commitment to operational excellence, regulatory compliance, and continuous improvement.

Environmental stewardship is embedded into how HLS operates. Environmental performance data are governed through our ISO 14001 Environmental Management System and are normalized by kilograms of clean linen shipped to ensure comparability across production volumes. HLS monitors key environmental metrics, including water consumption, natural gas use, and electricity consumption, on a facility-level and combined basis.

In 2025, HLS advanced its climate accountability by formally calculating Scope 1 and Scope 2 greenhouse gas emissions using ISO-aligned utility tracking data and standard Canadian emission factors. Emissions are reported on an intensity basis (kg CO<sub>2</sub>e per kg of clean linen processed) to support transparency and continuous improvement. This marks an important step in strengthening HLS's climate-related risk awareness and long-term sustainability planning.

Sustainability and responsible business practices are integrated into HLS's business model, risk management framework, and performance objectives. Environmental, social, and governance (ESG) performance is overseen by senior leadership and supported by internal audits, management reviews, and continuous improvement processes.

Our workforce is central to our success. HLS invests in employee training, development, and workplace safety through structured orientation programs, job-specific training, active Joint Health and Safety Committees, and a zero-tolerance approach to workplace violence and harassment. We are committed to fostering an inclusive, respectful, and safety-minded workplace.

HLS is also committed to supporting the communities in which we operate. Through textile reuse and donation initiatives, partnerships with local organizations, and responsible resource management, we seek to create positive environmental and social outcomes beyond our facilities.





## Land Acknowledgement

HLS Linen Services acknowledges that our operations are located on lands that have been home to Indigenous peoples for thousands of years.

Our Ottawa facility is situated on the unceded traditional territory of the Anishinaabe Algonquin Nation, whose presence and stewardship have shaped this land over millennia. We recognize the enduring relationship that the Anishinaabe Algonquin people have with this land and the waters that sustain it.

Our Toronto facility is located on the traditional territory of the Huron-Wendat, Haudenosaunee, and Anishinaabe peoples, and is part of the Treaty 13 lands and the Williams Treaties. We acknowledge the long history of Indigenous presence, governance, and stewardship in this region.

We recognize that land acknowledgements are only a small but important step in the broader journey toward truth, respect, and reconciliation. HLS is committed to advancing reconciliation through responsible business practices, respect for Indigenous communities, and the ongoing pursuit of meaningful relationships grounded in dignity, trust, and cooperation.

With more than five decades of experience, certified management systems, quantified environmental performance tracking, and a continued focus on innovation and sustainability, HLS Linen Services remains committed to delivering reliable service, protecting public health, and creating long-term value for our customers, employees, and communities.



# A MESSAGE FROM THE CEO

## A Message From the CEO

At HLS Linen Services, we understand that our responsibilities extend beyond delivering hygienically clean linen. As an essential service provider supporting healthcare systems across Eastern Ontario and Western Québec, our operations have a direct impact on patient care, worker safety, community well-being, and environmental stewardship.

In 2025, HLS continued to strengthen its commitment to responsible business practices by advancing the maturity of our environmental, social, and governance (ESG) performance. This report reflects our ongoing efforts to move from intention to measurement, and from policy to outcomes.

### Environmental Stewardship

Environmental responsibility is embedded into how HLS operates. Through our ISO 14001 Environmental Management System, we track, review, and continuously improve our performance in water use, energy consumption, and natural gas efficiency. Our facilities operate with high-efficiency processing technologies, water reuse and heat recovery systems, and real-time monitoring that support sustained reductions in resource intensity.

In 2025, we took an important step forward in climate accountability by formally calculating our Scope 1 and Scope 2 greenhouse gas emissions using ISO-aligned utility tracking data and standard Canadian emission factors. While we recognize that emissions reduction is a long-term journey, establishing a credible baseline allows us to set informed targets and strengthen our long-term sustainability planning.

### Social Responsibility

Our people are the foundation of our success. HLS remains committed to providing a safe, inclusive, and respectful workplace where employees are supported through structured training, clear safety standards, and active Joint Health and Safety Committees.

In 2025, we reinforced our zero-tolerance approach to workplace violence and harassment and continued to invest in employee development through orientation programs, job-specific training, refresher sessions, and leadership engagement. We also expanded our community engagement efforts through textile reuse and donation initiatives that support vulnerable populations while diverting materials from landfill.



## Governance and Accountability

Strong governance is the backbone of sustainable performance. ESG oversight at HLS is supported by certified management systems, internal audits, and management review processes that ensure accountability, transparency, and continuous improvement.

Our Board of Directors and senior leadership team remain directly engaged in overseeing ESG performance, regulatory compliance, risk management, and data integrity. Ethical business conduct, regulatory adherence, and data protection are foundational to how we operate.

## Looking Ahead

Sustainability is not a destination—it is a process of continuous improvement. While we are proud of the progress reflected in this report, we also recognize the importance of setting clear targets, strengthening data systems, and enhancing transparency over time.

As we look ahead to 2026 and beyond, HLS is committed to building on its environmental efficiency gains, expanding workforce development initiatives, strengthening diversity and inclusion practices, and advancing climate accountability.

I would like to thank our employees for their dedication, professionalism, and commitment to excellence. Their efforts make our sustainability progress possible. I would also like to thank our customers, partners, and community stakeholders for their trust and collaboration.

Together, we will continue to build a resilient organization that delivers reliable service, protects public health, and creates long-term value for the communities we serve.



**ROCCO ROMEO**

**Chief Executive Officer  
HLS Linen Services**





# EXECUTIVE SUMMARY – 2025

## Executive Summary – 2025

HLS Linen Services is committed to operating responsibly, sustainably, and transparently while delivering safe, reliable, and hygienically clean linen services to healthcare and hospitality partners across Eastern Ontario and Western Québec. As an essential service provider supporting patient care, worker safety, and environmental stewardship, we recognize that strong environmental, social, and governance (ESG) performance is fundamental to long-term resilience and public trust.

In 2025, HLS continued to build on over fifty years of operational excellence by strengthening its ESG governance, enhancing data-driven performance management, and delivering measurable improvements across environmental efficiency, workplace health and safety, and community impact.

### Environmental Performance

HLS maintained its leadership in resource efficiency through continued reductions in water, energy, and gas intensity per kilogram of clean linen processed. Investments in high-efficiency equipment, advanced process controls, and water reuse systems have delivered sustained year-over-year improvements while supporting service reliability and regulatory compliance. HLS remains ISO 14001 certified and continues to operate under TRSA Clean Green and Hygienically Clean standards.

### Social Responsibility

People remain at the core of HLS's success. In 2025, the organization reinforced its commitment to employee health, safety, training, and inclusion through active Joint Health and Safety Committees, enhanced training programs, and a zero-tolerance

approach to workplace violence and harassment. HLS also expanded its community engagement efforts, including textile reuse and donation initiatives that support vulnerable populations while diverting materials from landfill.

### Governance and Oversight

HLS's ESG performance is overseen by senior leadership and supported by formal management systems, internal audits, and continuous improvement processes. Ethical business conduct, regulatory compliance, risk management, and data protection remain foundational to how the organization operates. In 2025, HLS advanced its ESG reporting maturity by improving metric consistency, strengthening internal verification processes, and aligning with recognized ESG reporting frameworks.

As HLS looks ahead, sustainability remains a journey of continuous improvement. The organization is committed to setting clear targets, monitoring outcomes, and transparently reporting progress to stakeholders. Through responsible operations and strong governance, HLS will continue to support resilient healthcare systems, safe workplaces, and healthy communities.



# ABOUT THIS REPORT



## About This Report

This Environmental, Social, and Governance (ESG) Report provides an overview of HLS Linen Services' approach to responsible business practices, sustainability performance, and governance oversight for the 2025 reporting period. It highlights key policies, initiatives, metrics, and outcomes related to the environmental, social, and governance topics most relevant to our operations and stakeholders.

This report reflects HLS's continued evolution in ESG reporting. Building on our initial reporting efforts, the 2025 report places greater emphasis on data consistency, performance measurement, and transparency, while maintaining a practical, operations-focused approach aligned with our role as an essential service provider to healthcare and hospitality partners.

### Reporting Scope and Boundary

Unless otherwise stated, the information in this report covers HLS Linen Services' operations at its Ottawa and Toronto facilities during the 2025 fiscal year. Environmental performance metrics are reported on an intensity basis (e.g., per kilogram of clean linen processed) to ensure comparability across production volumes. Workforce information includes full-time and part-time employees directly employed by HLS and does not include contractors, suppliers, or customer personnel.

### Reporting Frameworks and Methodology

While this report is not prepared in full accordance with a single external ESG reporting standard, HLS has considered relevant elements of

recognized frameworks, including the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI), where appropriate. These references support improved structure, clarity, and comparability over time.

Environmental and safety data are derived from internal operational systems, utility records, and management reports. Data are reviewed internally as part of existing management system controls, including ISO 14001 and ISO 9001 processes. At this stage, ESG information has not been subject to external assurance.





## Estimates and Forward-Looking Statements

Certain information in this report includes estimates, forward-looking statements, or targets based on current expectations, assumptions, and operational plans. Actual results may differ due to changes in business conditions, regulatory requirements, or external factors. HLS undertakes no obligation to update forward-looking information except as required by applicable law.

## Continuous Improvement

HLS recognizes that ESG reporting is an ongoing process. As our systems, data quality, and stakeholder expectations continue to evolve, we are committed to enhancing the depth, accuracy, and transparency of future reports. Feedback from employees, customers, partners, and community stakeholders is welcomed and supports our commitment to continuous improvement.



**WHAT ESG  
MEANS TO HLS**



## What ESG Means to HLS

At HLS Linen Services, operating responsibly and sustainably is fundamental to the long-term success of our organization and to the trust placed in us by healthcare systems, employees, customers, and communities. As an essential service provider supporting patient care and public health, we recognize that strong environmental, social, and governance (ESG) performance is not optional—it is integral to operational resilience, regulatory compliance, and service reliability.

ESG at HLS is not treated as a standalone initiative. It is embedded into our business model, risk management framework, certified management systems, and performance objectives. Environmental stewardship, employee health and safety, ethical governance, and community responsibility are integrated into how we plan, operate, monitor performance, and make strategic decisions.

### Environmental Responsibility

HLS's environmental responsibilities are governed through our ISO 14001 Environmental Management System, which provides a structured framework for identifying environmental risks, setting measurable objectives, monitoring performance, and driving continuous improvement.

We track environmental performance using intensity-based metrics normalized by kilograms of clean linen shipped to ensure comparability across production volumes. Key metrics include water consumption, natural gas use, electricity consumption, and waste diversion.

In 2025, HLS advanced its climate accountability by formally calculating Scope 1 and Scope 2 greenhouse gas emissions using ISO-aligned utility tracking data and standard Canadian emission factors. Establishing a credible emissions baseline

enables HLS to set informed reduction targets, strengthen long-term sustainability planning, and better manage climate-related risks.

Environmental performance is reviewed regularly by engineering and management teams and is subject to internal audits and management reviews under our ISO 14001 certification.

### Social Responsibility

People are at the core of HLS's success. Our social responsibility commitments focus on workplace health and safety, employee development, inclusion, and community impact.

HLS maintains a strong safety culture supported by active Joint Health and Safety Committees, regular workplace inspections, mandatory employee orientation, and job-specific training. We operate under a zero-tolerance approach to workplace

violence and harassment and maintain formal reporting, investigation, and corrective action procedures.

HLS invests in employee training and development through structured onboarding programs, refresher training, and leadership engagement. We are committed to fostering an inclusive, respectful, and safety-minded workplace that supports employee well-being and long-term career growth.

Beyond our facilities, HLS supports the communities we serve through textile reuse and donation initiatives, partnerships with local organizations, and responsible resource management that creates positive social and environmental outcomes.

## Governance and Accountability

Strong governance is the backbone of sustainable ESG performance at HLS. ESG oversight is supported by certified management systems, internal audits, and management review processes that ensure accountability, transparency, and continuous improvement.

Our Board of Directors and senior leadership team remain directly engaged in overseeing ESG performance, regulatory compliance, risk management, and data integrity. Ethical business conduct, regulatory adherence, data protection, and risk mitigation are foundational to how we operate.

HLS integrates ESG risks into its enterprise risk management framework, including:

- Environmental risks related to energy, water, and emissions
- Workforce risks related to health, safety, and labor availability
- Supply chain risks related to service continuity and vendor standards
- Regulatory and compliance risks related to healthcare, environmental, and safety requirements

## Continuous Improvement

HLS recognizes that sustainability is a journey of continuous improvement. While we are proud of the progress reflected in this report, we remain committed to strengthening data systems, enhancing transparency, and setting clear, measurable ESG targets over time.

As HLS looks ahead, ESG priorities include:

- Further reductions in water, energy, and emissions intensity
- Expansion of workforce training and development programs
- Strengthening diversity and inclusion practices
- Advancing climate accountability and emissions management
- Enhancing ESG governance and reporting maturity

Through responsible operations, strong governance, and a continued focus on measurement and accountability, HLS Linen Services remains committed to delivering reliable service, protecting public health, and creating long-term value for our customers, employees, and communities.





# ESG AT A GLANCE 2025 SCORECARD

ESG Scorecard:  
**Environmental** (ISO 14001, 12-month period ending in 2025)

	OTTAWA	TORONTO	COMBINED
Clean Linen Shipped (kg)	20,475,337	12,133,793	32,609,130
Water Intensity (L/kg)	6.165	4.493	5.543
Gas Intensity (m <sup>3</sup> /kg)	0.138	0.091	0.121
Electricity Intensity (kWh/kg)	0.333	0.233	0.296
Scope 1 (t CO <sub>2</sub> e)	5,331.1	2,097.7	7,428.8
Scope 2 (t CO <sub>2</sub> e)	225.0	93.4	318.5
Total Scope 1+2 (t CO <sub>2</sub> e)	5,556.1	2,191.2	7,747.3
Total intensity (kg CO <sub>2</sub> e/kg)	0.271	0.181	0.238

**Social** (2025)





# FACILITIES & PROCESSING TECHNOLOGY



## Facilities & Processing Technology

HLS Linen Services operates two highly automated textile processing facilities located in Ottawa and Toronto, purpose-built to support large-scale healthcare and hospitality linen services. These facilities are designed to deliver consistent hygiene performance, operational reliability, and environmental efficiency through advanced equipment, engineered process flow, and disciplined maintenance practices.

Both facilities are structured using barrier-separation principles that maintain strict physical and airflow separation between soiled and clean processing areas. This layout supports infection-prevention protocols, minimizes cross-contamination risk, and aligns with the requirements of HLAC accreditation and TRSA Hygienically Clean certification.

Processing operations are supported by industrial laundry systems supplied by leading manufacturers such as **Kannegiesser**, **Jensen**, and **Chicago Dryer**, including continuous batch tunnel washers, automated extraction presses, high-capacity dryers, high-speed ironer lines, and automated finishing equipment. Integrated conveyance and material-handling systems move textiles efficiently through each production stage, supporting throughput, consistency, and ergonomic safety for employees.

Across both facilities, HLS operates multiple tunnel washer lines, automated finishing systems, and specialized folding and garment-processing stations that enable the organization to handle a broad range of healthcare textiles while maintaining strict quality and hygiene standards. Preventive maintenance programs, equipment monitoring, and scheduled servicing ensure system reliability and support consistent operational performance.

Technology investments also play a central role in environmental performance. High-efficiency wash systems, optimized chemical dosing, heat-recovery technologies, and process controls help reduce water, energy, and natural gas consumption on an intensity basis relative to production output. These systems are supported by real-time monitoring and data tracking under HLS's ISO 14001 environmental management framework.

Material-handling automation and finishing technologies improve workplace safety by reducing manual handling, supporting ergonomic workstations, and promoting consistent product quality. These systems contribute to a safer work environment while helping maintain productivity and service reliability.

HLS maintains an ongoing capital reinvestment strategy focused on modernizing equipment, improving efficiency, and strengthening operational resilience. Recent upgrades have included replacement of legacy machinery with higher-efficiency systems, improvements to finishing lines, expansion of process monitoring capabilities, and targeted infrastructure enhancements designed to support long-term service performance.

Together, the Ottawa and Toronto facilities provide the capacity, technological capability, and operational controls required to process tens of millions of kilograms of linen annually while meeting regulatory requirements, customer expectations, and HLS's environmental and quality commitments.



# ENVIRONMENTAL RESPONSIBILITY



## Environmental Responsibility

HLS Linen Services is committed to minimizing its environmental footprint while delivering reliable, hygienically clean linen services that support patient care and community well-being. Environmental stewardship is embedded into our operations through certified management systems, data-driven decision-making, and continuous improvement.

Data source and boundary (2025): Environmental performance metrics are derived from HLS's ISO 14001 Environmental Management System and are normalized by kilograms of clean linen shipped. For the 2025 ESG cycle, results below reflect the most recent complete 12-month ISO 14001 reporting period ending in 2025 (FY 2024–25).

## Resource Efficiency & Performance (ISO 14001)

Clean Linen Shipped (kg)	Water Usage (m <sup>3</sup> )	Water Intensity (L/kg)	Natural Gas Usage (m <sup>3</sup> )	Gas Intensity (m <sup>3</sup> /kg)	Electricity Usage (kWh)	Electricity Intensity (kWh/kg)
<b>OTTAWA (12-MONTH ISO PERIOD FY 2024–25)</b>						
20,475,337	126,225	6.165	2,820,691	0.138	6,818,880	0.333
<b>TORONTO (12-MONTH ISO PERIOD FY 2024–25)</b>						
12,133,793	54,512	4.493	1,109,899	0.091	2,831,648	0.233
<b>COMBINED OTTAWA + TORONTO (12-MONTH ISO PERIOD FY 2024–25)</b>						
32,609,130	180,737	5.543	3,930,590	0.121	9,650,528	0.296

## Climate & Emissions (Scope 1 & 2)

In 2025, HLS calculated Scope 1 and Scope 2 emissions using **ISO 14001 utility tracking data** and standard emission factors.

### EMISSION FACTORS USED FOR CALCULATION (INTERNAL METHOD):

- **Natural gas:** 1.89 kg CO<sub>2</sub>e per m<sup>3</sup>
- **Electricity:** 0.033 kg CO<sub>2</sub>e per kWh

SCOPE 1 — NATURAL GAS (CO <sub>2</sub> E)			
Site	Gas (m <sup>3</sup> )	Scope 1 (t CO <sub>2</sub> e)	Scope 1 intensity (kg CO <sub>2</sub> e/kg linen)
Ottawa	2,820,691	5,331.1	0.260
Toronto	1,109,899	2,097.7	0.173
Combined	3,930,590	7,428.8	0.228

SCOPE 2 — ELECTRICITY (CO <sub>2</sub> E)			
Site	Electricity (kWh)	Scope 2 (t CO <sub>2</sub> e)	Scope 2 intensity (kg CO <sub>2</sub> e/kg linen)
Ottawa	6,818,880	225.0	0.011
Toronto	2,831,648	93.4	0.008
Combined	9,650,528	318.5	0.010

TOTAL SCOPE 1 + 2		
Site	Total (t CO <sub>2</sub> e)	Total intensity (kg CO <sub>2</sub> e/kg linen)
Ottawa	5,556.1	0.271
Toronto	2,191.2	0.181
Combined	7,747.3	0.238

**Note:** Emissions are calculated from ISO 14001 utility totals and standard emission factors. HLS will refine factors and methods as reporting maturity increases.



# SOCIAL RESPONSIBILITY



## Social Responsibility

HLS recognizes that employees, partners, and communities are essential to long-term success. Social responsibility efforts focus on workplace safety, employee development, inclusion, and community impact.

## Workforce Health & Safety

Employee health and safety remains HLS's top operational priority.

### In 2025:

- Active Joint Health and Safety Committees (JHSCs) operated at each facility
- Regular workplace inspections and hazard assessments were conducted
- Mandatory employee orientation and job-specific training were maintained
- Incident, near-miss, and corrective action tracking supported continuous improvement

HLS remained in good standing with the **Workplace Safety and Insurance Board (WSIB)**.

## Workforce Profile (Calendar Year 2025)

Metric	2025
Total Employees	638
Full-Time	328
Part-Time	310
Average Tenure	15 years
Voluntary Turnover	2010
Training Hours per Employee	19.4

## Safety Metrics (Calendar Year 2025)

Metric	2025
Total Recordable Incident Rate (TRIR)	63
Lost-Time Incidents	19
Near-Miss Reports	87
Safety Training Hours	9,250

## Training & Employee Development

### Employees receive training through:

- Orientation and onboarding
- Task-specific safe work procedures
- Refresher training and toolbox talks
- Supervisor-led and e-learning sessions

Training supports operational excellence, regulatory compliance, and employee career development.

## Diversity, Inclusion & Respectful Workplace

HLS is committed to maintaining an inclusive workplace free from discrimination, harassment, and violence.

### Policies and practices include:

- Equal opportunity employment
- Unbiased recruitment practices
- Zero-tolerance workplace violence and harassment policy
- Formal reporting, investigation, and corrective action procedures

HLS continues to enhance internal review of diversity and inclusion practices to support continuous improvement.

## Community Engagement (Calendar Year 2025)

### In 2025, HLS expanded its community support initiatives through:

- Donation of professionally laundered blankets to local shelters
- Textile reuse programs benefiting social and environmental causes
- Partnerships with community organizations addressing housing insecurity

## Community Impact Metrics

Metric	2025
Blankets Donated	1,500
Community Partners Supported	8
Estimated Landfill Diversion	220,000 kg





# GOVERNANCE RESPONSIBILITY



## Governance Responsibility

HLS's governance framework supports ethical conduct, regulatory compliance, and accountability.

### ESG Oversight

- Board of Directors: Strategic oversight
- Senior leadership: ESG accountability
- Management team: ESG execution and reporting

### Ethical Business Practices

- Code of conduct
- Anti-corruption policies
- Regulatory compliance monitoring

### Risk Management

HLS integrates ESG risks into its enterprise risk framework:

Risk Area	ESG Link
<b>Energy &amp; water costs</b>	Climate & environmental risk
<b>Labour availability</b>	Social & workforce risk
<b>Supply chain disruption</b>	Governance & resilience
<b>Regulatory compliance</b>	Legal & reputational risk

### Data Protection & Privacy

HLS maintains data protection measures to safeguard customer and employee information.

A high-speed photograph of a water droplet falling into a pool of water. The droplet is captured mid-fall, just above the surface, creating a crown-shaped splash. The water is a vibrant blue color, and the background is a soft, out-of-focus blue. The overall scene is clean and refreshing.

# CERTIFICATIONS, ACCREDITATIONS AND AWARDS



## Certifications, Accreditations & Awards

HLS Linen Services maintains a comprehensive framework of third-party certifications, accreditations, and industry recognitions that reflect our commitment to quality, hygiene, environmental stewardship, and continuous improvement. These credentials provide independent verification that our operations meet recognized international and industry standards and that our management systems are subject to regular external audit and oversight.

HLS is certified to **ISO 9001 (Quality Management Systems)** and **ISO 14001 (Environmental Management Systems)**. These certifications require ongoing compliance with documented policies, procedures, and performance objectives, supported by routine internal audits, corrective action processes, and formal management reviews. External surveillance audits are conducted annually, with full recertification audits completed on a multi-year cycle in accordance with ISO requirements.

HLS is also accredited by the **Healthcare Laundry Accreditation Council (HLAC)** and certified under the **TRSA Hygienically Clean** and **TRSA Clean Green** programs. These industry-specific accreditations validate that HLS meets stringent standards for infection control, hygiene, processing integrity, and environmental responsibility in healthcare laundry operations. Accreditation status is maintained through periodic inspections, testing protocols, and re-accreditation audits conducted on defined audit cycles.

Audit findings, non-conformances, and improvement opportunities identified through ISO, HLAC, and TRSA audits are formally reviewed by management and addressed through documented corrective and preventive action processes. This ensures that certification requirements are not treated as static compliance exercises, but as active tools for operational improvement, risk management, and ESG performance enhancement.

In addition to formal certifications, HLS has been recognized through industry awards for sustainability performance, workforce initiatives, and operational excellence. These awards reflect both the outcomes of our ESG efforts and the dedication of our employees to maintaining high standards of service, safety, and environmental responsibility.

Together, HLS's certifications, accreditations, and awards form a core pillar of our governance framework. They support regulatory compliance, reinforce stakeholder trust, and provide independent assurance that HLS operates in alignment with recognized best practices for quality, hygiene, environmental management, and responsible business conduct.

## Certifications

### ISO 9001 — Quality Management Systems



Certified to ISO 9001, the internationally recognized standard for quality management systems, demonstrating consistent operational processes, documented controls, and continuous improvement practices.

**Certified since:**  
2005

### ISO 14001 — Environmental Management Systems



Certified to ISO 14001, the global standard for environmental management systems, verifying structured environmental oversight, performance monitoring, and continuous improvement in resource efficiency.

**Certified since:**  
2009

### HLAC — Healthcare Laundry Accreditation Council



Accredited by the Healthcare Laundry Accreditation Council, validating compliance with rigorous healthcare textile processing standards for hygiene, infection prevention, and quality assurance.

**Certified since:**  
2009

### TRSA Hygienically Clean



Certified under the TRSA Hygienically Clean program, confirming independently verified hygienic processing, quality control, and microbial testing protocols.

**Certified since:**  
2022

### TRSA Clean Green



Certified under the TRSA Clean Green program, recognizing environmentally responsible textile processing practices and resource efficiency.

**Certified since:**  
2022

## Awards and Recognitions

Industry recognitions reflect external acknowledgment of HLS Linen Services' performance, leadership, and contributions across operational, environmental, and community initiatives.

### ARTA Sustainability Award



Recognized for leadership in environmental stewardship, resource efficiency, and sustainable textile processing practices.

**Awarded:**  
2025

### TRSA Diversity Recognition



Recognized for measurable progress and leadership in advancing workforce diversity, inclusion, and equitable workplace practices.

**Awarded:**  
2026

### TRSA Community Service Recognition



Recognized for contributions supporting local communities through textile donations, sustainability initiatives, and social impact programs.

**Awarded:**  
2026

### TRSA Industry Awards



Recognized by TRSA for operational excellence, sustainability performance, and industry leadership within the textile services sector.

Year	TRSA Award	Level/Result	Notes
2026	Clean Green Sustainability	Gold	Recognizes environmental performance improvements
2026	Diversity Recognition	Gold	Recognizes workplace diversity initiatives
2026	Company Community Service	Silver	Community involvement and outreach
2025	Clean Green Innovation	Winner	Sustainability improvements (e.g., tunnel washer efficiency)
2025	Diversity Recognition	Winner	Company diversity initiatives
2025	Video Award	Winner	Company video ("Virtual Tour")
2024	Fleet Graphics Award	Silver	Truck fleet graphics design
2024	Video Award	Winner	Company video entry
2021	Diversity Recognition	Winner	Earlier diversity recognition award



# FORWARD COMMITMENTS 2026-2028



## Forward Commitments 2026–2028

HLS Linen Services recognizes that sustainability is a journey of continuous improvement. Building on the environmental, social, and governance progress reflected in this report, HLS is committed to strengthening performance, enhancing transparency, and embedding ESG priorities more deeply into long-term business planning.

The forward commitments outlined below are informed by ISO 14001 environmental performance data, operational realities, regulatory requirements, and stakeholder expectations. These commitments are intended to guide continuous improvement while maintaining service reliability, regulatory compliance, and financial sustainability.

### Environmental Commitments

HLS will continue to focus on reducing environmental impacts on an intensity basis, normalized by kilograms of clean linen shipped, to ensure comparability across production volumes.

#### WATER EFFICIENCY

HLS commits to reducing water intensity across both facilities through continued investment in high-efficiency washing systems, water reuse technologies, optimized wash formulas, and real-time monitoring.

##### Target (combined operations):

A further reduction in water intensity of approximately **5–10% by 2028**, relative to the 2025 ISO baseline.

#### ENERGY AND NATURAL GAS EFFICIENCY

HLS will continue to improve energy and natural gas efficiency through equipment upgrades,

heat recovery expansion, preventive maintenance programs, and process optimization.

##### Target (combined operations):

A reduction in natural gas and electricity intensity of approximately **5–10% by 2028**, relative to the 2025 ISO baseline.

#### CLIMATE AND EMISSIONS MANAGEMENT

HLS commits to strengthening greenhouse gas (GHG) emissions management by refining Scope 1 and Scope 2 tracking methodologies, improving data quality, and integrating emissions considerations into capital planning and operational decision-making.

##### Commitments include:

- Annual calculation and disclosure of Scope 1 and Scope 2 emissions
- Continued reporting of emissions intensity (kg CO<sub>2</sub>e per kg of clean linen)
- Evaluation of emissions reduction opportunities linked to equipment upgrades, energy efficiency, and process improvements

## Social Commitments

HLS recognizes that people are central to long-term success. Social commitments focus on workplace safety, employee development, inclusion, and community impact.

### WORKPLACE HEALTH AND SAFETY

HLS will continue to strengthen its safety culture through active Joint Health and Safety Committees, enhanced training programs, near-miss reporting, and corrective action tracking.

#### Commitments include:

- Maintaining WSIB compliance and good standing
- Reducing total recordable incident rates over time
- Expanding near-miss reporting and preventive safety initiatives
- Enhancing safety leadership training for supervisors and managers

### TRAINING AND EMPLOYEE DEVELOPMENT

HLS commits to expanding workforce training and development initiatives to support operational excellence, regulatory compliance, and employee career growth.

#### Commitments include:

- Increasing average training hours per employee
- Enhancing onboarding and refresher training programs
- Expanding job-specific technical training and leadership development
- Strengthening internal training documentation and tracking systems

## DIVERSITY, INCLUSION, AND RESPECTFUL WORKPLACE

HLS will continue to enhance inclusive workplace practices and strengthen internal data collection to support continuous improvement.

#### Commitments include:

- Ongoing enforcement of zero-tolerance workplace violence and harassment policies
- Continued review of recruitment, promotion, and training practices
- Improved internal monitoring of diversity and inclusion metrics
- Supervisor training on respectful workplace standards



### COMMUNITY ENGAGEMENT

HLS commits to expanding community support initiatives linked to textile reuse and donation programs.

#### Commitments include:

- Continued donation of professionally laundered blankets and textiles to local shelters
- Expansion of textile reuse and landfill diversion programs
- Strengthening partnerships with community organizations addressing housing insecurity and social needs

## Governance and Reporting Commitments

Strong governance underpins long-term ESG performance. HLS will continue to strengthen governance structures, data integrity, and reporting maturity.

### ESG GOVERNANCE AND OVERSIGHT

HLS commits to maintaining senior leadership oversight of ESG performance, supported by ISO 14001 and ISO 9001 management systems, internal audits, and management review processes.

#### Commitments include:

- Continued integration of ESG risks into enterprise risk management
- Formalization of ESG responsibilities within senior management roles
- Ongoing review of ESG performance metrics by leadership

### DATA QUALITY AND TRANSPARENCY

HLS commits to improving ESG data consistency, documentation, and internal verification processes.

#### Commitments include:

- Strengthening ISO-aligned utility tracking and normalization methodologies
- Enhancing internal review and verification of ESG metrics
- Improving documentation of ESG assumptions, calculations, and definitions
- Evaluating opportunities for limited external assurance over time

## REPORTING MATURITY

HLS will continue evolving ESG reporting practices to improve comparability and transparency.

#### Commitments include:

- Continued alignment with selected elements of SASB and GRI frameworks
- Expansion of quantified ESG metrics
- Annual disclosure of ESG performance
- Clear disclosure of methodologies, assumptions, and limitations

## CONTINUOUS IMPROVEMENT

HLS recognizes that forward commitments are not static targets, but part of an ongoing process of continuous improvement. Progress against these commitments will be reviewed annually through internal performance reviews, ISO management system processes, and leadership oversight.

HLS remains committed to operating responsibly, strengthening ESG performance, and delivering long-term value for customers, employees, and communities while maintaining service reliability, regulatory compliance, and operational resilience.





# APPENDICES

## Historical Utility Tables

OTTAWA							
Fiscal Year	Annual Clean Linen Shipped (kg)	Annual Water Usage (m <sup>3</sup> )	Annual Water Rate (L/kg)	Annual Gas Usage (m <sup>3</sup> )	Annual Gas Rate (m <sup>3</sup> /kg)	Annual Electricity Usage (kWh)	Annual Electricity Rate (kWh/kg)
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
2024-25	20,475,337	126,225	6.165	2,820,691	0.138	6,818,880	0.333

TORONTO							
Fiscal Year	Annual Clean Linen Shipped (kg)	Annual Water Usage (m <sup>3</sup> )	Annual Water Rate (L/kg)	Annual Gas Usage (m <sup>3</sup> )	Annual Gas Rate (m <sup>3</sup> /kg)	Annual Electricity Usage (kWh)	Annual Electricity Rate (kWh/kg)
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
2024-25	12,133,793	54,512	4.493	1,109,899	0.091	2,831,648	0.233

**COMBINED OTTAWA AND TORONTO**

<b>Fiscal Year</b>	<b>Annual Clean Linen Shipped (kg)</b>	<b>Annual Water Usage (m<sup>3</sup>)</b>	<b>Annual Water Rate (L/kg)</b>	<b>Annual Gas Usage (m<sup>3</sup>)</b>	<b>Annual Gas Rate (m<sup>3</sup>/kg)</b>	<b>Annual Electricity Usage (kWh)</b>	<b>Annual Electricity Rate (kWh/kg)</b>
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	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
2024-25	32,609,130	180,737	5.543	3,930,590	0.121	9,650,528	0.296

## Equipment Descriptions

### FACILITIES & PROCESSING TECHNOLOGY

HLS Linen Services operates two highly automated, high-efficiency industrial laundry facilities in **Ottawa** and **Toronto** designed to support large-scale healthcare and hospitality linen processing with strict hygiene, quality, and environmental performance standards.

Both facilities are engineered to maintain physical separation between soiled and clean processing areas through barrier walls, controlled airflow systems, and process zoning. This design supports infection prevention, cross-contamination control, and compliance with **HLAC** and **TRSA Hygienically Clean** standards.

HLS's operations are built around advanced textile processing technologies supplied by leading industrial laundry equipment manufacturers, including **Kannegiesser**, **Jensen**, and **Chicago Dryer**. These systems support consistent processing quality, high throughput, operational reliability, and continuous improvements in environmental efficiency.

### OTTAWA FACILITY – CORE PROCESSING ASSETS

**The Ottawa facility operates high-capacity continuous processing and finishing systems, including:**

- **5** continuous batch tunnel washer lines (Kannegiesser / Jensen)
- **5** automated press and extraction systems
- **12** high-speed flatwork ironer lines
- **12** automated feeders, folders, and stackers
- **25** garment finishing and folding stations
- **6** integrated material-handling and conveyance systems

These systems support large-volume healthcare linen processing with optimized water use, energy efficiency, and consistent hygiene performance.

### TORONTO FACILITY – CORE PROCESSING ASSETS

**The Toronto facility operates complementary high-efficiency processing and finishing systems, including:**

- **2** continuous batch tunnel washer lines (Kannegiesser / Jensen)
- **2** automated press and extraction systems
- **4** high-speed flatwork ironer lines (Chicago Dryer)
- **4** automated feeders, folders, and stackers
- **12** garment finishing and folding stations
- **8** integrated material-handling and conveyance systems

These systems support high-throughput healthcare and hospitality linen processing while maintaining strict hygiene, quality, and environmental performance standards.

### ENVIRONMENTAL PERFORMANCE ENABLEMENT

**Environmental performance across both facilities is enhanced through:**

- High-efficiency washing and extraction systems
- Water reuse and heat recovery technologies
- Optimized wash formulas and process controls
- Preventive maintenance programs
- Real-time utility and process monitoring under ISO 14001

These technologies directly support sustained reductions in water, energy, and natural gas intensity per kilogram of clean linen processed.

## MATERIAL HANDLING, FINISHING & WORKPLACE SAFETY

Material handling and finishing operations are supported by automated sorting, conveyance, folding, and packaging systems that improve productivity, ergonomics, and workplace safety. These systems reduce manual handling, support consistent product quality, and contribute to safer working conditions for employees.

## ONGOING MODERNIZATION & REINVESTMENT

HLS maintains a long-term capital reinvestment strategy focused on upgrading processing technologies, improving energy efficiency, and enhancing operational resilience.

### Recent and ongoing investments include:

- Replacement of legacy washing and extraction systems with higher-efficiency models
- Upgrades to ironer lines and finishing equipment
- Expansion of water reuse and heat recovery systems
- Modernization of process controls and automation
- Preventive maintenance and asset life-extension programs

These investments support service reliability, regulatory compliance, environmental efficiency, and long-term sustainability performance.

## OPERATIONAL SCALE

Together, the Ottawa and Toronto facilities enable HLS to process tens of millions of kilograms of linen annually while maintaining regulatory compliance, hygiene standards, service reliability, and continuous improvements in environmental efficiency.

## Community Beneficiaries

The Ottawa Mission

Humanitarian Relief Jamaica

Cornerstone Housing for Women,

Youth Services Bureau of Ottawa,

Operation Come Home, and

Belong Ottawa at The Well

Canadian Wildlife Federation

# HLS

LINEN SERVICES

A CLEAN FRESH APPROACH

EXCELLENCE IN QUALITY & CUSTOMER SERVICE

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Toll Free: 844-822-3000

## OTTAWA

613-842-3000

45 Gurdwara Road,  
Nepean, ON K2E 7X6

## TORONTO

647-492-3000

2-150 New Huntington Road,  
Woodbridge, ON L4H 4N4

[HLSLinenServices.com](http://HLSLinenServices.com)