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# South Pacific Laundry

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## Company Profile

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## Company Summary

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South Pacific Laundry has been a provider of commercial laundry and linen services to institutions and businesses since 1990. Currently, the South Pacific Group is establishing a strong network of modern laundry across Victoria, New South Wales and Queensland with plans for new plants in other states. The relocation of our Sydney operations to a new larger facility in Bankstown together with the relocation of our Brunswick plant to Broadmeadows will establish South Pacific Laundry as the single largest privately owned laundry in Australia.

Our company offers:

- Banks Town and Broadmeadows facilities offer 365 day service to all its clientele with a 24 hour turnaround and a 4 hour emergency turnaround.
- Dedicated account managers and experienced support staff who are available 7 days a week
- Back up plants located at convenient locations across Victoria, NSW & QLD.
- A dedicated software design package and Centralized billing system across all plants, enabling seamless transactions. Paperless and customized reports.
- Delivery rationalization systems, providing and streamlining efficient delivery routes which reduce the company's carbon footprint.
- Building of partnerships and sharing benefits with the customers from savings made through its constant laundry process innovations and group purchasing power of linen products
- Dry cleaning, uniform cleaning services, Fire proofing for all bedding & curtain products, general building cleaning, housekeeping services, dust mat hire and cleaning services.

## Corporate and Capability

Full Legal Entity/Company Name: **E-Laundry & Dry Cleaning Services Pty Ltd**

ABN: **87 096 726 760**

Laundry Sites: **South Pacific Group**

### **VIC:**

- Broadmeadows; 25 King Williams street Vic 3047
  - **Size: Large. Employees: 250**
- Warrnambool; 54 Verdon Street, , 3280
  - **Size: Small. Employees: 13**
- Ocean Grove; 41-43 Sinclair Street, , 3226 (Distribution Centre)
  - **Size: Small. Employees: 9**
- Colac; 6 Hurst Ct, 3250. (Distribution Centre)
  - **Size: Small. Employees: 9**
- Sale ; 34 Union street, 3850. (Distribution Centre)
  - **Size: Small. Employees: 6**

### **NSW**

- Albury; 868-878 Ramsden Drive, , 2640.
  - **Size: Medium. Employees: 52**
- Wagga; 5 Nesbitt Street, 2650. (Distribution Centre)
  - **Size: Small. Employees: 4**
- Yarrawonga ; Factory 5/1 Acacia Street, 3730. (Distribution Centre)
  - **Size: Small. Employees: 2**
- Bankstown ; 56-70 Canterbury Rd, 2200.
  - **Size: Medium. Employees: 38**
- Port Macquarie; 21 Uralla Road, 2444
  - **Size: Medium. Employees: 28**
- Tuncurry; 12 Rodmay St, 2428.
  - **Size: Small. Employees: 12**

- New Castle; 4/23 Shearwater drive, 2315.
  - **Size: Small. Employees: 12**

### QLD

- Brisbane; 26 – 32 Nealdon Drive, Meadowbrook, 4131.
  - **Size: Medium. Employees: 62**
- Sunshine Coast; Unit 4, 46 Enterprise Road Kunda Park (Distribution Centre)
  - **Size: Small. Employees: 4**
- Gold Coast Nerang; 27 Jade Drive Molindina (Distribution Centre)
  - **Size: Small. Employees: 5**
- Cairns; 13-17 Dutton St Portsmith, 4870
  - **Size: Medium. Employees: 58**

### ACT

- Mitchell; Unit 6/6 Dacre Street, ACT 2911. (Distribution Centre)
  - **Size: Small. Employees: 2**

## Customer Base

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South Pacific Laundry's main customer base consists of hotels, restaurants and healthcare & work wear. SPL is also the preferred supplier for leading hotels groups such as the Hilton, Accor Group and Somerset Group of Hotels.

## Production base

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South Pacific Laundry currently processes 165 tons of linen per day across its laundry plants. The maximum capacity for the group is 355 tons/day, leaving ample capacity to accommodate the requirement of new customers.

The group employs more than 554 dedicated employees who are experienced in the laundry industry. There is minimal staff turnover which is due to the result of favourable working conditions and rewards structure.

## Plants & Equipment

The South Pacific Laundry group consists of 6 plants and . All plants are designed with environmental sustainability in mind whilst achieving the smallest carbon footprint possible. Continuous technological advancements in laundry system, chemicals and machinery are also constantly incorporated into everyday operations to achieve the group's objectives. Details of the group's efforts in maintaining Environmental Sustainability are mentioned in the following pages.

The following pages provide a brief overview of the equipment and highlights for the respective plants:

## Environmental Sustainability

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South Pacific Laundry continuously explores, evaluates and invests in new technology, equipment and processes to minimise its carbon footprint and water usage.

In 2006, the company embarked on a project to support the implementation of a suite of sustainable technologies, which Sustainability Victoria believes arguably resulted in the most Resource Smart laundry in the industry.

The technologies included:

- Ecolab Energy Optimiser, to recover heat from the discharged hot water resulting in a reduction in drying time and less energy used per cycle.
- Ecolab Aquamiser filtration System, used to recycle approximately half of the facilities' waste water that would otherwise be discharged to the sewer.
- Humidity sensors, reducing dryer gas usage by preventing over-drying.
- Installed Boiler economiser, resulting in a 10% reduction in natural gas use for the primary boiler.

Other improvements that have contributed to improved efficiencies and cost savings include:

- Installation of a new energy efficient variable speed drive rotary screw air compressor.
- Flushing of toilets with recovered soiled water.
- Monthly record & monitoring of water and energy use per Kg of goods processed
- Use of modern Compressed Batch Washers
- Lighting improvements including task lighting and energy saving bulbs
- Optimisation of plant scheduling to maximize machinery usage and lift productivity
- Staff education and training
- Installation of a variable speed drive on the boiler supply fan
- Reduction to electricity and gas maximum demand tariffs by modulating their demand

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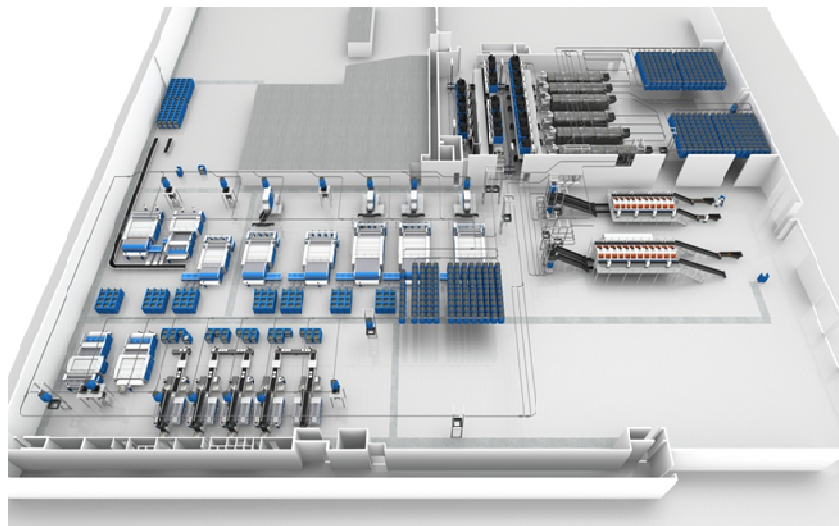
The project achieved strong environmental and economic returns. The estimated energy saving from the project was 20,500 giga joules per annum with an associated greenhouse pollution reduction of 1,200 tons per annum, equivalent to removing 280 cars from Victorian roads each year.

South Pacific Laundry's new facility has brought many environmental and economic benefits, not only setting a new benchmark for other large industrial laundries but across many other industries that use large amounts of processed hot water and/or discharge the water to sewers, such as hospitals, large hotels, small food processors and the food-manufacturing sector. We happily share our experience and information with interested parties via the SEAV

We are also proud to put on record that currently on average we are using 4.5 Litres of water, 0.1 Kw of electricity and 4.6 MJ of gas to process one Kilogram of linen. These consumption levels are among the lowest if not the lowest in the industry.

We have continued working in conjunction with Ecolab to further improve our environmental sustainability and has signed a contract with Kemco of USA for the installation of a micro-ceramic filter incorporated with a reverse osmosis water filtration system that will further reduce our water usage by 85%, enabling us to wash one kilogram of linen with just 0.67 litres of fresh water input. The system also incorporates a built-in water softener and heat exchanger to cool final waste water for effluent discharge and to increase incoming fresh water temperature to 45 degree Celsius, thus reducing the demand of steam to heat the rinse water.

Our continuous investment in technology also aims to minimise physical stress and strain on our work force, and enhance productivity, job satisfaction and reliability.



### **Sterilised Theatre Linen**

South Pacific Laundry have demonstrated their commitment to providing our region with the highest standard of products and service with the recent introduction of a purpose built theatre pre-pack room.

The recent installation of not one but two Getinge HS69-Sterilisers. All our products meet or exceed Australian Standards for:

AS 3789.1 General Linen

AS 3789.2 Theatre Linen and Pre-packs

AS 3789.3 Apparel for Operating Theatre staff

AS 3789.6 Textiles for Healthcare facilities and Institutions – Fabrics Specifications

AS 3789.7 General Apparel

AS 3789.8 Recyclable Barrier Fabrics

AS/NZS 4146 Laundry Procedures and Practice

AS 4187 Code of Practice for Cleaning, Disinfecting and Sterilising



South Pacific Laundry's Linen Service is dedicated to its customers, whom we think of as partners. As our partner, you will be included throughout the decision-making process, and we will make certain that the results of the partnership are to your satisfaction.

### **Theatre Pre-Pack Bundles**

For over 23 years, South Pacific Laundry's Linen Service has provided a full range of theatre bundles that meet the Australian Standard to hospitals and day hospitals across the region.

Sterilizers designed for high capacity and cost-efficiency

The most compact, versatile hospital sterilizers available anywhere, combining high capacity with cost-efficiency. Specially designed for Central Sterile Processing/CSSD and OR/point-of-use Sterile Processing/TSSU, as well as laboratories. Getinge HS69-series sterilizers offer great flexibility with volumes ranging from 612 to 951 litres (21.6 to 33.6 cu.ft.).

All pressure vessels in this range of high-vacuum, microprocessor-controlled sterilizers are manufactured in accordance with the specifications of the authorities in your country, and meet the world's toughest standards of quality and safety.

**Key features:**

Chamber design adapted to standardized goods carriers and ease of use.

Automatic pneumatically operated door. Door slides horizontally to close

- a Getinge first - which is faster and saves space, while offering safe, proven, hands-free convenience.

An automated loading/unloading function is available as an option.

Top-quality modular stainless steel construction. Solid, acid-proof stainless steel chamber and jacket.

Outstanding flexibility and operating simplicity.

**Theatre Linen Experts**

South Pacific Laundry's Service sets itself apart from the competition by delivering quality hi volume theatre linen at minimum cost. We gather information about your current linen management program, and we work to optimize the process in a way that is most beneficial to you. Our assessment is based on your need, usage, and facility requirements. We maintain a wide range of innovative products and services that will augment your medical laundry program and leave both patients and staff satisfied. Innovation is fundamental in providing and sustaining superior service in the medical linens industry.

Let us facilitate your success with our unique products and services.

