

*Celebrating 100 years
in business*



Where it all began ... November 1905, Prince's Premier Laundry at Mentone.

PRINCES LAUNDRY SERVICES

Princes Laundry Services Pty Ltd was started in November 1905 by a merchant seaman named John Prince, and his wife. They worked hard laundering fine table linen and stiff front shirts and collars for residents of the towns of Mordialloc and Mentone in a small room at the rear of their home in Mentone. Their son, Harry, used to pick up and deliver the goods before and after school.

From 1924, Harry Prince led the company into high speed laundering and dry cleaning and from 1950 Ivan Prince, grandson of John Prince) guided the organisation into large scale investment in the latest plant and technology to maintain top standards at reasonable cost. Princes Laundry was one of the first laundries to enter the age of electronic data processing with the purchase of its first computer in 1972 to service their accounting needs.

Princes have been servicing the needs of some private hospitals for almost 70 years. St. Andrews in East Melbourne and St. Georges in Kew were the first larger hospital clients in the late 1930's.

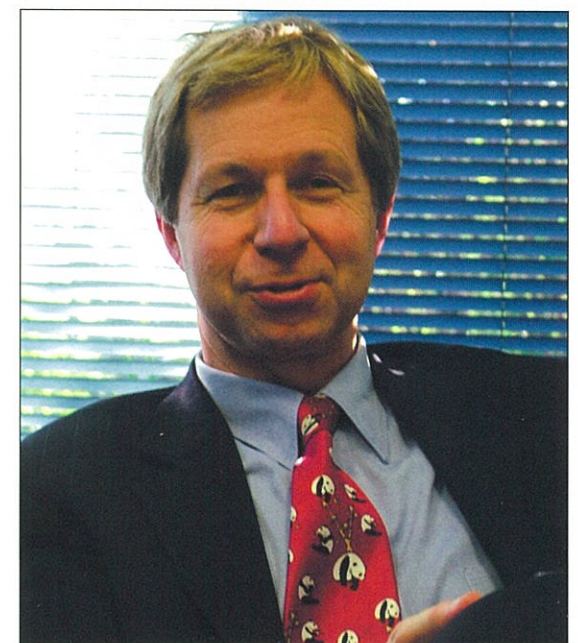
In 1978 Princes took a calculated risk and constructed a specialised \$1 million central linen service plant at Box Hill, catering entirely to the very particular linen requirements of the hospitals and nursing homes throughout Melbourne.

The Princes philosophy has continued to see that the very best high technology equipment is utilised not only to keep up with the rapidly increasing demand, but also to ensure the best quality linen is available at the most economic cost.

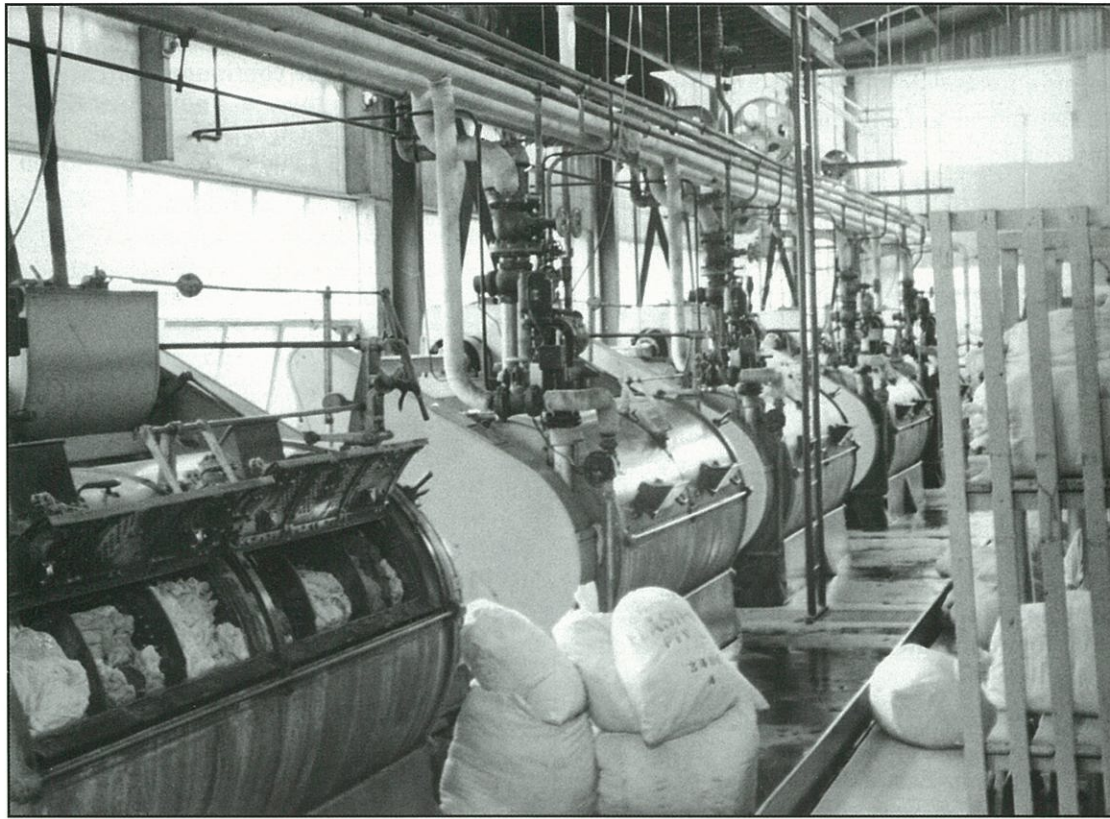
At the hub of Princes linen supply throughout its five plants in Victoria (3) and Queensland (2) is the continuous batch washers, of which there are now nine. Each continuous batch washer is capable of producing at least 1,000 kgs of washed linen per hour.

As Princes celebrates its 100th Anniversary in November 2005, it is proud to reflect that it has grown from small beginnings to a company employing 420 staff throughout Victoria and Queensland, processing some 20,800,000 kilos of linen every year.

Jeff Peterson,
Chairman/CEO



*Celebrating 100
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HISTORICALLY SPEAKING ...

“Washing Ironing and Mangling Done”

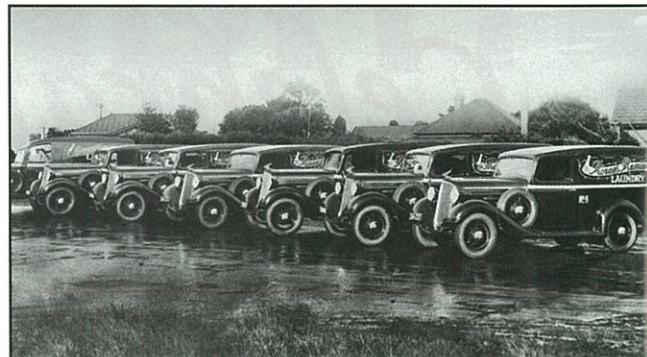
This simple message fronting a Mentone cottage in 1905 announced that John A. Prince was in business as Prince's Premier Laundry.

A retired sailor, John Prince commenced an enterprise that grew from a household laundry service into a company supplying laundry and drycleaning services to hospitals, industries, hotels and caterers throughout Melbourne with son Harry joining the family business even while he was still at school! Under the guidance of Harry's son Ivan Prince, who joined the company in 1950, the company enjoyed continued growth.

Today, in its profile as a public company, Princes Group boasts not only three modern plants in Melbourne, but with two vibrant laundries servicing the Gold Coast and Sunshine Coast, Queensland. How far you can go with a mangle!

In a December 1978 issue of the “National” entitled “Prince's are having a go!” Ivan Prince, Managing Director of Prince's Fabricare Services, waxed lyrical about the new Box Hill plant, which had officially opened on November 15th to a crowd of almost 100 customers, many of them in the hospital field in Victoria.

Indeed the new plant was officially opened by Mr. V. Haughton, Minister of Health in Victoria, who paid tribute to the initiative displayed by Ivan Prince and the management of Prince's in investing heavily in setting up the new complex to provide a linen supply to meet the needs of both private and public hospitals.



Prior to the opening ceremony, the Minister and other visitors were conducted on a tour of inspection, and all were obviously impressed with the size of the operation, the sophistication of the equipment, the performance of the operators, and the quality of the finished work.

It had taken careful planning and representation by the Textile Care and Rental Association (Victoria) to have commercial laundries even considered for healthcare work, let alone permit it to happen.

Recognition of the overburdening of Royal Melbourne CLS, and the Northern Suburbs CLS, both loaded to capacity, had finally convinced the government to explore whether commercial launderers could handle the estimated 30 tonne as efficiently and cost effectively – and hygienically – as the government laundries, thus allowing them to postpone the building of an otherwise necessary third group laundry to meet the rapidly expanding needs of Melbourne's health service. As long as the commercial plants were prepared to charge out at the same price: 59.5 cents per kilo on a linen rental basis and could meet the high standards required.

In these days, barrier washing machines and walls, ultra violet trolley washing were all regular features of the hospital laundry, but not so much the commercial laundry.

It was a great challenge to the commercial sector. All members of TCRA Victoria were given the opportunity of sharing in the scheme, provided they could demonstrate their laundry had the necessary level of efficiency, cleanliness

and staffing to produce the finished work at the quality required. In the final analysis, Princes Fabricare Services, Spotless-Ensign and Also Linen Service (all Members of the Association) were given the opportunity of sharing in the scheme.

Princes installed what was described as the most modern centralised laundry plant of its size for the day, in Australia. Comprising a batch weighing/loading conveyor, a Poensgen 12 module batch continuous washing/conditioning system (a machine designed so that all linen passed through it stayed at above 80°C for at least 14 minutes), a Passat membrane press 831-01, Passat twin belt elevating shuttle conveyor, and 2 Passat transfer batch tumblers. The flatwork passed through the ironers at some 340°F which ensured no pathogenic micro-organisms could survive. Mr. Prince had regular tests carried out on the linen by an independent firm of pathologists, who revealed that all work carried out was completely sterile.

Capacity of output was 1100kg per hour medium to heavily soiled work conditioned to 35% - 40% or on lightly soiled work an output of 1250kg per hour.

It is amazing to note that today, across their five plants, Princes Linen Services launder some 20,800,000 kilos of linen per year or for the imperially minded around 400 ton of linen every week. The Braeside and Preston sites are owned by parent company, Safecorp Group Ltd. Box Hill is still rented from the Prince family.



BOX HILL

Cheryl Sutton, Plant Manager says "We are continuing to do better what we already do best." I rather like that!

Poensgen and Senking batch washers take care of 1,760kg per hour, and are teamed with hard working Passat and Senking dryers. Box Hill plant came of age in 2004 and replaced the original Poensgen press (which was two stage) with a more up to date, new beaut 21st Century Senking one stage model.

The Poensgen continuous batch washing machine installed in the Box Hill plant was the first to be installed in Australia 25 years earlier, and is still running well today thanks to a policy of regular maintenance and attention, and refurbishment every five years.

"We have eliminated the conveyor belts from flatwork to packing and have progressed to customer-specific impress trolleys for pack-out," Cheryl Sutton, Plant Manager advised.

"Most of the hand folding is now completed by a machine, the T Matic – which was installed in June 2004. We no longer use rubber bands to bundle small items together as we have progressed to being latex-free, as requested by our more informed customers.

"Bag lifting mechanisms have reduced the workload in the checking area and bin risers have reduced the need to bend into bins to retrieve the linen for processing.

It was nice to see that many staff at this plant have passed the 20 years service mark! They recall the 12 hour working day that was expected of them when they first started – the current manager is more lenient! They started at Princes as young lasses and are now grandmothers.

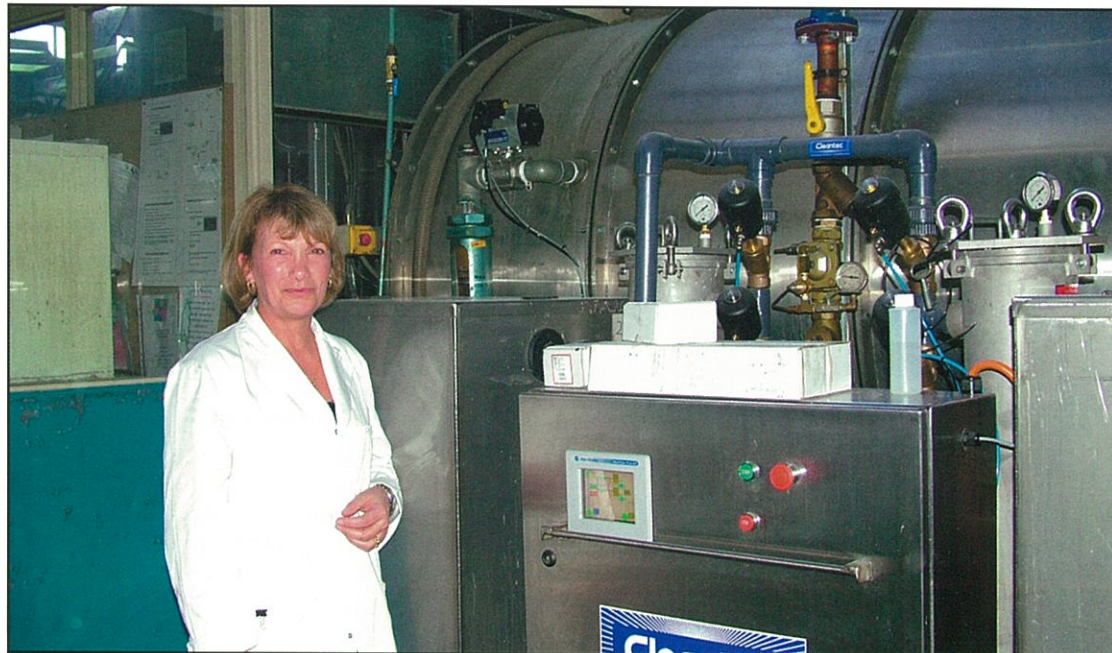
"We are very conscious of how we do our blood work. As Princes Box Hill is involved solely in healthcare work, all operators in the sorting area have Hepatitis A, and B vaccinations," said Cheryl.

Cheryl added that while the plant is still labour intensive, they have recognised that their loyal workforce is aging. Fully 10% of employees

exceed 18 years at the plant. Princes are automating and have just spent \$330,000 on a QuickFeed, Butterfly Stacker and Folder Magic from Jensen.

The normal hours run from 6am for an 8 hour shift, with 80% of the staff employed over that period, and an additional 2pm - 6pm casual shift. There are a total of 68 employees a week working in the plant, speaking a dozen different languages.

Cheryl has been with the company 11 years. New to the industry, she started firstly doing flatwork supervision and learned from scratch. It was a very different culture then. The operators couldn't read the signs, but over time multi-lingual signs were put up to assist each operator. Lifting the self esteem of that essential part of our industry, the worker in the plant, has been a key aim. The plan was to move everyone



towards speaking English, which would be helpful to them not only at work, but in their daily life in their new country. Given projects such as learning a new sentence every day "Hello, how are you." "Goodbye," and practicing at work, their confidence has blossomed and they no longer feel isolated by the language barrier.

"The Sterile room has a higher compliance rate than many hospitals. One of the things we changed in the greenwork was to get the workers certified. They went from being ordinary workers off the floor to being on par with Hospital Healthcare workers. In fact, we had problems with hospital linen services poaching our highly trained workers!"

Over the last six months a couple of new people have started the course which entails school for 1 day a fortnight. They must be hands on in the Sterile field for 2 years prior to doing the course.

Workers go to the hospital for two days to see how it runs, culminating in witnessing an actual surgical procedure.

Kay takes an operator to a customer, a hospital, to see the pack open and being used – a caesarean. It encourages team work and a sense of responsibility. They understand it's purpose, and reject linen with lint, tears. The staff have the respect of the plant, they can and do shut the Greenroom down and send workers home for half a day if they think the room is compromised in any way. There is a lot of pressure: this linen is going into theatres, and it is essential staff understand that. This Course ensures they really do.

Kay Morandin, Service rep. Healthcare, has been with the company almost 12 years (at Braeside 7 years and Box Hill 4 years). A neighbour mentioned the laundry was looking for casuals to cope with the Christmas overload, and she figured the extra money could come in handy. After Christmas, she stayed on and packed out table linen. Regrettably, she injured her shoulder and was off work for 15 months. A classic case of successful reintroduction to the workforce by changing their duties, Kay started off supervising client

liaison for 4 hospitals. Pre-computerisation, it took a lot of time. Today, she looks after 40 hospitals. Some 565 weeks later... this casual sheet feeder is doing very nicely, thank you!

The plant is audited every 6 months to maintain ISO - 9002 AS:4146 Accreditation.

Campbell/Cleantec have the chemical responsibilities for Box Hill, including their Water Miser, while Ecolab manage the rest of the plants.

Due to the water savings from the Cleantec "Water Miser" which has been in place for six months, water usage dropped from 18kg/lit to <12kg/lit of goods invoiced out the door.

Apart from the planned water reduction and introduction of a low alkali wash system with entails less rinsing, they also expect to utilise savings from reclaimed heat. Even now, the bag liners are washed through the re-use water, saving about 30% of fresh water usage over two years Cheryl was delighted to say the plant also received an Award from Yarra Valley Water during July.

CONGRATULATIONS TO PRINCES LAUNDRY SERVICES ON ACHIEVING 100 YEARS OF GROWTH



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PRESTON

The Preston plant has undergone exciting, major changes. A building rented next door to the existing laundry has enabled a major expansion project. The renovations to the new building have improved working conditions by providing new equipment, more space, and reducing heat. Old office areas in the new building have also been renovated to provide not only upgraded facilities for the regular office staff, but also a new meeting room, training room, etc. which is marvellous for the on-going policy of training.

"Old boilers have been removed from the production floor and moved to the new building, and by doing this we have created a much pleasanter working environment for our staff," said Allain Bestel, Plant Manager. "The new unmanned boiler does a marvellous job."

The Voss CBW which has been running for over 20 years is now ably assisted by a brand new 16 compartment Senking Universal CBW with nine 100kg dryers with aeromisers fitted to the dryers to



substantially reduce drying times.

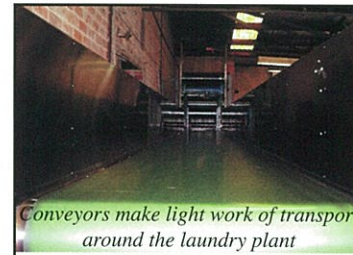
In addition to this, a new Jensen sheet feeder which requires two people as opposed to three was installed. Our latest project was to connect the Viking to the the ironer to create a better work flow, and it has exceeded all expectations.

"And not neglecting our people, early in 2004 we commenced traineeships for a national accredited course, Certificate III in Laundry Operations.

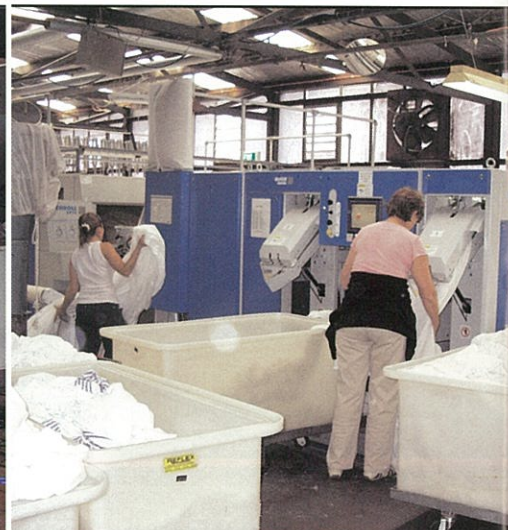
Trainedge (Jena-Paul Barallon) and MAS National (New Apprenticeship Centre)

signed up 36 employees for the training over a two years period. It has been very successful: 10 employees have already completed the Certificate early.

A lot of hard work has been put into making the training scheme add to the staff's laundry experience.



Conveyors make light work of transport around the laundry plant



FILTERFAB

with you all the way.



In Australia you are accustomed to seeing Filterfab at all of the major Laundry seminars and exhibitions. Andrew Textiles was established in 1894 by Edward W. Andrew, the gentleman who appears at the centre of booth #74 at a turn of the century laundry exhibition in England – he's Clifford Andrew's grandfather!

In fact, Andrew Textile Industries – Laundry Division, as we are known these days, has been making laundry felts and ironer clothings since ... John Prince was a lad!

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BRAESIDE

In October 2004, the 8 pocket Milnor CBW was taken off line for refurbishment (the first such effort in over 20 years.) The predicted 4 - 6 week job developed into a six month job when the true extent of the deterioration over that period was realised.

To cap it off one of the two sterilisers failed and was found to be "beyond repair". As Braeside sterilises in excess of 400 theatre bundles a day, this was no small event. The solution was to run shifts at the Box Hill plant. Braeside services on average 150 customers per day, not including

NappieWash. In order to supply customers daily needs and overcome the hurdles above, we asked for the co-operation of employees whose normal hours were 6am - 2.30 pm Monday to Friday, and with their usual and very much appreciated co-operative spirit commenced an afternoon shift for 2.30pm - 11pm.

Things have returned to normal, and the Senking and Milnor CBW'S now operate 10 hours per day.

Two operators in CSSD now finalise the day's sterilisation by working through to 6pm and if necessary 7pm. A new Getinge steriliser has been ordered and will be delivered around Christmas which will double the capacity of sterile bundles through the CSSD room A little out of the ordinary excitement comes to Braeside every February/March when Princes - Braeside is contracted to supply linen for the Melbourne Grand Prix.

It's necessary to continue our usual service to all of our customers and above that we produce 30,000 serviettes (yes, thirty thousand serviettes!) plus 8,000 tea towels, and 2,400 table cloths. Access to the site is limited during the event, so it must be completed and available to be delivered before the first day. Each area and corporate tent is individually packed and labelled - 450 bags and 20 or more trolleys later!

Many thanks go to co-workers at Preston as they produce 18,000 serviettes to assist Braeside and ensure the sudden influx doesn't inconvenience regular customers.

Princes purchased the 1.4 hectare site at Braeside in 1996 as a greenfield site to replace it's



old address in Warrigal Mentone, which had operated as it's Head Office for 75 years. The new plant was constructed at a cost of \$7.3 million and opened in September 1998, the same month as the Victorian gas crisis at Longford. The first month the plant had to operate on tank gas as supplies of natural gas were cut to all Victorian businesses.

The laundry operated at a loss for the first four years due to the high start up costs but is now the most profitable laundry in the Princes Group. The plant manager Phil Dobson celebrates his 30 years with the company in October 2005.



30 year veteran Phil Dobson and Warwick Brown

PIKQUIK™ *the name says it all*

PIK-QUIK automatic separating system is a unique and rugged compact unit that automatically separates tangled loads of laundry and presents separated items directly to operators for feeding into the ironing equipment. Work loads can be separated from laundry carts or conveyors which feed extracted or partially conditioned work to **Pik-Quik**. Linen can also be separated directly from pressed "cakes" processed by a water extraction press, thereby eliminating the tumbler operation. **Pik-Quik's** flexible and compact separating platform can be adapted to fit into any laundry, regardless of size. Streamlined linen flow, swift payback investment, and improved working conditions through the elimination of separating wet and tangled linen by hand make **Pik-Quik** a valuable performer in any high production facility.



CAKE BUSTER Preparation Unit can be added to the **CAT** loading system to prepare solid cakes of wet linen from a water extraction press for faster picking penetration. **Cake Buster's** powerful stainless steel dispersion paddles are mounted inside a sheet metal enclosure above the **CAT** system's loading cart so no extra floor space is required.

Paddles apply mechanical pressure on opposite sides of each cake to help burst its compressed mass as the cake is dropped from overhead. Breaking the cake's laminations accelerates the picking head's ability to penetrate the cake, enabling it to keep pace with the fastest automated finishing systems.

Cake Buster may also be used separately to discharge cakes onto a conveyor or cart to speed automated or manual feeding.

Optional **Cart Auto Tram System (CAT)** enables automatic loading from a conveyor or sling through an integral separating cart mounted on powered guide rails. With the optional **Cake Buster** preparation unit, linen can be separated at an even higher rate of speed directly from pressed "cakes" processed by a continuous batch water extraction press, thereby eliminating the tumbler operation.



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