



# FY24 SUSTAINABILITY REPORT



# Blueline

EST-1893



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# A message from the CEO

I am pleased to present Blueline's FY24 Sustainability Report, marking a significant milestone in our continued journey toward greater accountability, transparency, and social impact.

The report outlines our sustainability performance across our laundry and commercial cleaning operations. As a jobs-focused social enterprise, we remain committed to creating meaningful employment opportunities while reducing our environmental footprint and driving positive social change.

In 2023, we formalised our inaugural ESG strategy, reflecting our commitment to sustainability through Pope Francis' Laudato Si, in alignment with the relevant UN Sustainable Development Goals (SDGs).

This framework guides our approach, centred on four key principles—People, Community, Environment, and Ethical Sourcing.

We are proud to report that over 35% of our workforce comprises individuals with disabilities, and more than 41% are from migrant and refugee backgrounds. This diversity is core to our mission, demonstrating that sustainability is not just about the environment, but about building inclusive, resilient communities where everyone has the opportunity to thrive.

Our Sustainability Report references the Global Reporting Initiative (GRI) framework, ensuring transparency, accountability, and ongoing progress in our sustainability journey.

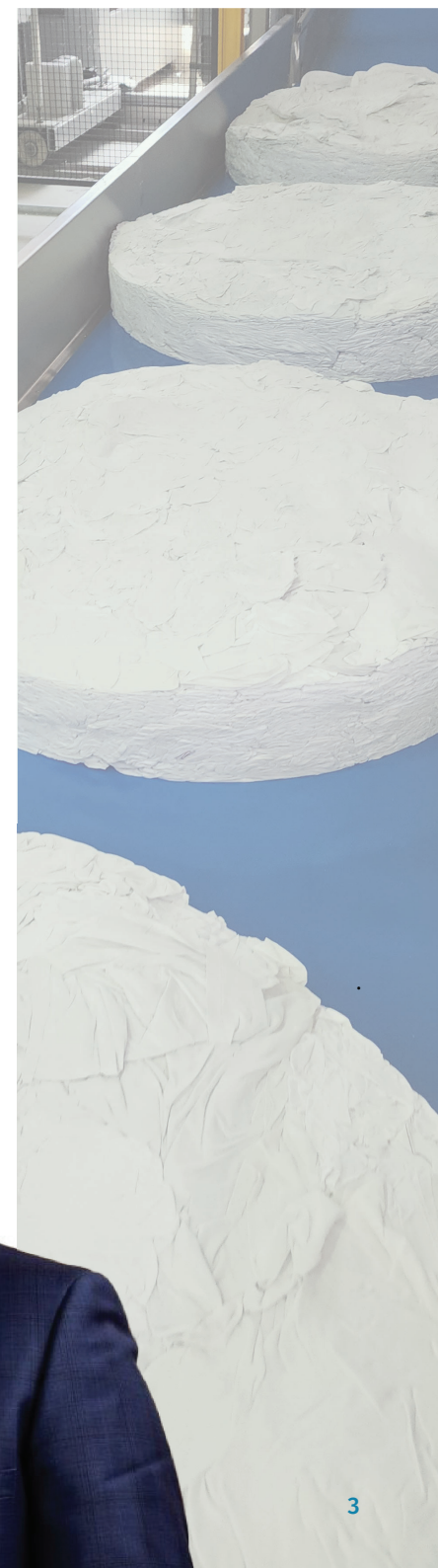
Central to everything we do is our commitment to our customers. We strive to not only provide excellent laundry and cleaning services but also to reduce our environmental impact, promote diversity and inclusion, and give back to the community. By partnering with like-minded businesses and organisations, we are fostering long-lasting value for our customers, employees, and society as a whole.

We recognise that the choices we make today will shape the world of tomorrow. That's why we remain focused on prioritising people and the planet, ahead of financial sustainability.

Thank you for your continued trust and partnership as we work together to create a better, more sustainable future for all.



Michael Sylvester  
**Blueline CEO**



## WHAT IS LAUDATO SI?

Laudato Si, Pope Francis' 2015 encyclical, calls for a global commitment to environmental stewardship and social justice. It emphasises the interconnectedness of all life and urges action to protect our planet, address climate change, and advocate for those most affected by environmental degradation.



## WHAT ARE THE SDG's?

The Sustainable Development Goals (SDGs), established by the United Nations in 2015, are a set of 17 global objectives aimed at achieving a more equitable and sustainable world by 2030. They focus on areas such as poverty eradication, quality education, clean energy, and climate action, promoting a holistic approach to social, economic, and environmental well-being.



## WHAT ARE THE GRI'S

The Global Reporting Initiative (GRI) provides a widely adopted framework for sustainability reporting, enabling organisations to measure and communicate their environmental, social, and governance impacts. The GRI Standards offer clear guidelines for transparency, allowing companies to report on their contributions to sustainable development in a structured and comparable way.

# Reporting Framework

As part of our ESG Strategy, introduced in 2023, Blueline has committed to an annual sustainability reporting process. Each year, this report will highlight key results from the initiatives undertaken to advance our strategic objectives and drive impactful change.

Our reporting framework is guided by the teachings of Laudato Si' and aligns with the relevant UN Sustainable Development Goals (SDGs). We use reference to the Global Reporting Initiative (GRI) Standards. This ensures our strategies and actions are transparent, measurable, and contribute to the broader goals of social equity and environmental sustainability.

This enables us to consistently track, compare, and communicate our progress on sustainability performance across all aspects of our operations.

<https://www.blueline-laundry.com/sustainability>

# Sustainability Journey

In 2023, Blueline formed a group of sustainability champions who collaborated across the business to develop our inaugural ESG Strategy.

Guided by the teachings of Laudato Si, we evaluated the most significant sustainability issues affecting our organisation.

The ESG Strategy has laid the foundation for our inaugural Sustainability Report, serving as a critical baseline for achieving our strategic goals.



## Our ESG strategy focuses on four core areas

1. People
2. Environment
3. Our Community
4. Ethical Sourcing

For over 130 years, we have exemplified the “Social” aspect of ESG by providing meaningful employment for individuals marginalised from mainstream opportunities.

We remain committed to broadening our impact, to listening to the “cry of the earth,” aiming to reduce our environmental impact by minimising energy and water consumption while increasing our recycling and reuse rates across all areas of the business.

## Our key motivators

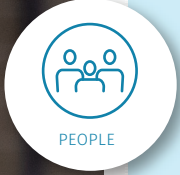
Strengthen trust with our customers through consistent, high-quality service and a commitment to social and environmental impact.

Expand capabilities in creating both social and environmental impact through meaningful employment and sustainable services.

Optimise our operations to maximise social impact, focusing on efficiency and reducing our environmental footprint.

Mitigate risk by enhancing our reputation for trust, reliability, and looking after our diverse and valued workforce.

# OUR ESG OVERVIEW



## LAUDATO SI' principal

**RESPONSE TO THE CRY OF THE POOR**

**PEOPLE**

**ECOLOGICAL EDUCATION**

**COMMUNITY RESILIENCE AND EMPOWERMENT**

**OUR COMMUNITY**

**RESPONSE TO THE CRY OF THE EARTH**

**ENVIRONMENT**

**ADOPTION OF SIMPLE LIFESTYLES**

**ETHICAL SOURCING**

**RESPONSE TO THE CRY OF THE POOR**

**ECOLOGICAL ECONOMICS**

## Objective

Empower diverse and inclusive communities

Equality in the workplace

Provide meaningful employment

Support social and economic participation

Impact our local and global community

Increase opportunities to extend our purpose through value sharing opportunities

Reduce local and global environmental impact

Minimise single use and unnecessary items

Eliminate modern slavery practices

## Relevant SDG

4 Quality Education

5 Gender Equality

8 Decent Work and Economic Growth

10 Reduced Inequalities

17 Partnerships for the Goals

3 Good Health and Well-Being

12 Responsible Consumption and Production

13 Climate Action

14 Life Below Water

1 No Poverty

12 Responsible Consumption and Production

## Initiative

Provide education and awareness to support on site inclusive culture that celebrates diversity.

Development of workplace plan to ensure equal representation of diversity across all business functions.

Expand business enterprise opportunities to create increased work opportunities. Work engagement measured through staff survey metrics.

Provide ongoing employee education and training to maximise workplace participation and increase social and economic opportunities.

Continued support of Ronald MacDonald House Charities.

Incorporate our integrated workplace approach across other business entities to provide meaningful opportunities and expand our purpose.

Commence accurate measurement and reporting of energy and water use.

Explore washable covers and liners for linen cages and look for alternative solutions for kitchen and toilet waste paper products.

Explore technologies and processes available in order to maximise the life cycle of textiles and assets

Strategic review of our supply chain to ensure alignment with Blueline's ESG values.



## Inclusion, Diversity and equal opportunity

### Provide meaningful employment

Expand business enterprise opportunities to create increased work opportunities. Work engagement measured through staff survey metrics.

**ACTION: Creation of Cleaning Business**

Blueline launched its commercial cleaning division in late 2023, a strategic move aligned with our broader organisational goals. This initiative was designed to expand our impact, offering more meaningful employment opportunities and allowing a greater segment of the community to engage with and support our social mission. Already we have created 21 new employment opportunities across 18 new customers.

**8**

New roles for employees from our multicultural community

**7**

New roles for employees living with a disability

In reference to:  
GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308



### Support social and economic participation

Provide ongoing employee education and training to maximise workplace participation and increase social and economic opportunities.

**ACTION: Numeracy & literacy education**

**26TEN**  
Get the tools for life

26TEN program, an adult literacy and numeracy initiative designed to enhance foundational skills for employees. This initiative ensures that every team member, regardless of background or previous education, has the opportunity to improve their literacy and numeracy skills, which are critical for both personal development and workplace success.

**27%**

of our Cultural and linguistic diverse employees engage in the program

**51%**

of Disability and NDIS participants engage in the program

**85%**  
employees with disability have worked at Blueline longer than 5 years

**86%**  
find meaning & purpose at Blueline

**88%**  
proud to work at Blueline

average total remuneration gender pay gap is  
**-1.1%**  
median is -3.4%



271

Total employees



38%

employees live with a disability



41%

Cultural and linguistic diversity



## Inclusion, Diversity and equal opportunity

### Empower diverse and inclusive communities

Provide education and awareness to support on site inclusive culture that celebrates diversity.

#### **ACTION: Cultural awareness training** **Cultural holiday recognition**

Support and mentoring training for people with disabilities - incorporating workplace skills and participation.

Wellbeing policy - provision for employees to take leave for cultural holidays.

Recognition and inclusion of multi cultural celebrations via work place activities and events.

Training in the understanding of the dignity of risk and how this impacts informed choice for staff with intellectual disability.

**In reference to:**

GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308



### Equality in the workplace

Development of workplace plan to ensure equal representation of diversity across all business functions.

#### **ACTION: Ensure balance of diversity across the leadership team**

Blueline seeks to promote diversity of capability irrespective of neuro, cognitive or physical differences.

We recognise the value of the large representation of staff with lived experiences outside of Australia and acknowledge that all our staff have a diversity of lived experiences that they bring to work every day.

Across our Operations teams, 55% are represented by multi-cultural diversity.





## Environmental and sustainable stewardship

### Minimise single use and unnecessary items

Explore washable covers and liners for linen cages and look for alternative solutions for kitchen and toilet waste paper products.

**ACTION: Re-use linen for cage liners  
Install air dryers  
Separate waste and recycling**

Our sewing team has repurposed condemned linen to create inserts and covers for linen cages that reduce the need for additional plastic covers.

We now also bundle previously discarded plastic wrapping for targeted recycling.

We have reduced paper waste by installing efficient air dryers. Additionally, we've installed waste separation units across our sites to maximise recycling efforts.

### Reduce local and global environmental impact

Commence accurate measurement and reporting of energy and water use.

**ACTION: Establish measurement baselines**

This year, we have focused on gathering foundational data across various environmental areas, including water usage, energy consumption, emissions, waste, and CO<sub>2</sub> output.

Refer to the following pages for baseline reporting.

Installing new extractors, dryers and folding machines in both laundries has reduced energy consumption and water use.

**In reference to:**

GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308





Environmental and sustainable stewardship

Blueline’s operations rely heavily on water, making water stewardship a priority. This disclosure captures how Blueline interacts with water resources, including water usage, conservation efforts, and strategies for minimising impact. For Blueline, this may include installing water-saving technologies in our machines, recycling water where possible, and actively managing water use to ensure minimal wastage.



By measuring and tracking water consumption, Blueline can identify areas where water savings are possible and ensure that consumption levels are aligned with sustainability goals. Monitoring consumption helps Blueline remain accountable to its environmental impact and work toward reduction targets over time.



In reference to:

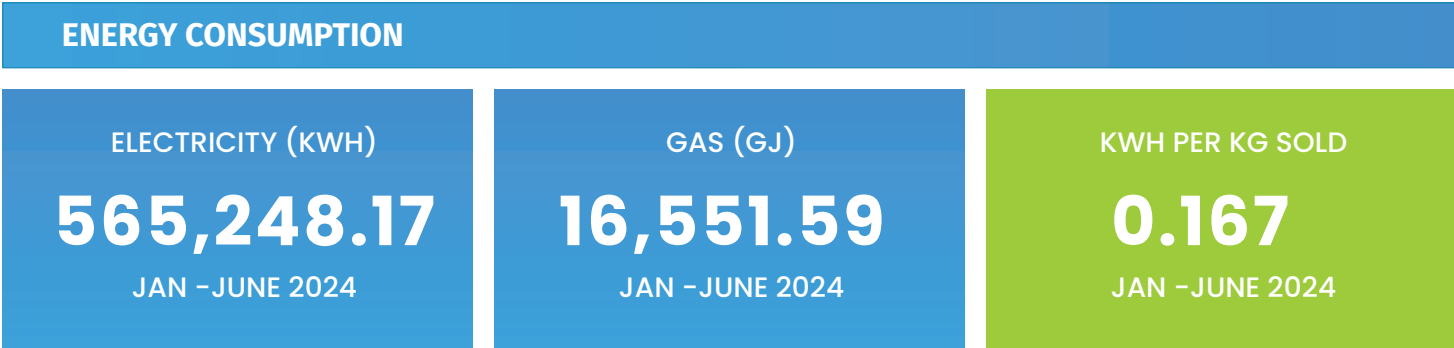
GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308





Environmental and sustainable stewardship

Energy consumption is a key indicator of Blueline's overall environmental impact. Blueline tracks its energy use in kilowatt-hours (kWh), monitoring both electricity and natural gas across its laundering and cleaning processes. This data provides a foundation for setting reduction targets and improving energy efficiency, as Blueline strives to minimise its environmental footprint through more sustainable practices.



Energy intensity measures the amount of energy consumed per unit of output, in Blueline's case, typically per kilogram of laundry processed. This is a critical metric for evaluating efficiency improvements. For instance, by reducing the kWh used per kilogram of laundry, Blueline can demonstrate progress toward greater sustainability. Lowering energy intensity reflects not only environmental benefits.

In reference to:  
 GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308





## Environmental and sustainable stewardship

Blueline’s commitment to sustainability drives our adoption of lean principles, streamlining processes to limit energy consumption to full production periods. By reducing power drain during low-use times, we effectively lower our carbon footprint and environmental impact.

Blueline is continually monitoring the volume of waste sent to landfills to continuously improve waste reduction strategies. We have deployed waste separation bins across all sites to categorise waste by product type.

### CHEMISTRY & EMISSIONS



We continuously strive to minimise the use of chemicals in our washing processes. By carefully balancing the chemistry in each wash, we maintain our high standards of cleanliness and linen quality while extending the life of each item.

### WASTE MANAGEMENT



Re-use and recycling of linen and plastics is a central component of our waste reduction strategy, such as our linen cage inserts and covers.

In reference to:  
 GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308





## Environmental and sustainable stewardship

Optimising delivery routes and customer groupings is a key aspect of our approach. Planning the most efficient delivery routes reduces fuel consumption and limits the number of trips required. This reduces emissions from our delivery vehicles and enhances our service efficiency, ensuring we deliver on our promise of high-quality service with minimal environmental impact.

We also leverage technology to further reduce our carbon footprint. Online Meetings allow us to minimise unnecessary travel by facilitating virtual communication between teams, customers, and stakeholders.

Our environmental goals will help us further explore non-carbon transportation technologies electric and hybrid vehicles within the fleet.



### TRANSPORT

KM's DELIVERY  
**173,981**  
 (0.0515km per kg sold)  
 JAN - JUNE 2024

In reference to:  
 GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308





Partnerships and giving back

**Provide practical support to impact our local and global community**

Continued support of Ronald MacDonald House Charities.

**ACTION: Linen rental and cleaning services**

Through daily provision of linen and laundry services to the Hobart house combined with twice weekly house cleaning services, each year, Blueline provides the equivalent of an additional 225 nights accommodation for families in need of emergency accommodation and support.

Blueline continue to provide practical support to several of community organisations.

<p><b>225</b> nights accommodation for families in need of emergency support.</p>	<p><b>\$63,567</b> Provided in support &amp; contribution to community services and organisations</p>
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**Increase opportunities to extend our purpose through value sharing opportunities**

Incorporate our integrated workplace approach across other business entities to provide meaningful opportunities and expand our purpose.

**ACTION: Evolve employment pathways program for NDIS participants**

Blueline was the recipient of the Structural adjustment fund grant from the Department of Social Services.

We are using this grant to re-engineer our employment engagement process and create better pathways for staff with a disability to access open employment opportunities.

**In reference to:**

GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308





## Responsible local and global citizens

### Eliminate modern slavery practices

Explore technologies and processes available in order to maximise the life cycle of textiles and assets

**ACTION: Develop supplier assessment**

We recognise that the textile industry is a higher-risk sector in global slavery indexes, which may extend from countries that produce cotton to those that use cotton to manufacture textiles such as sheets and blankets.

We have initiated a comprehensive review of our supply chain to align with Blueline’s ESG values, focusing on ethical sourcing.

This includes a supplier assessment to ensure that our partners uphold the environmental and social standards that are core to our mission.

**ACTION: Implement RFID technology  
Trial alternative chemical solutions**

We are implementing innovative technologies to extend the lifecycle of our textiles and assets. Our RFID technology is emerging and will be used to monitor linen usage, enabling us to maximise linen asset life.





















Additionally, we have trialled new chemical agents that lower wash temperatures, reducing energy use and enhancing fabric durability. Looking forward, we are investigating textile recycling options to support a circular economy, aligning our operations with sustainable practices for the future.

**In reference to:**

GRI -203 GRI 413-1 GRI 413-2 GRI 306 GRI 308



# Index Table

<p><b>Laudato Si Reference</b></p> <p><b>Impact Report Page Numbers</b></p> <p><b>Policy link/Notes</b></p> <p><b>SDG</b></p> <p><b>GRI</b></p>	 <p>RESPONSE TO THE CRY OF THE POOR</p> <p>ECOLOGICAL EDUCATION</p>	 <p>RESPONSE TO THE CRY OF THE POOR</p> <p>ECOLOGICAL EDUCATION</p>	 <p>RESPONSE TO THE CRY OF THE POOR</p> <p>ECOLOGICAL EDUCATION</p>	 <p>RESPONSE TO THE CRY OF THE POOR</p> <p>ECOLOGICAL EDUCATION</p>	 <p>COMMUNITY RESILIENCE AND EMPOWERMENT</p>	 <p>RESPONSE TO THE CRY OF THE EARTH</p> <p>ADOPTION OF SIMPLE LIFESTYLES</p>	 <p>COMMUNITY RESILIENCE AND EMPOWERMENT</p>	 <p>RESPONSE TO THE CRY OF THE EARTH</p> <p>ADOPTION OF SIMPLE LIFESTYLES</p> <p>RESPONSE TO THE CRY OF THE POOR</p> <p>ECOLOGICAL ECONOMICS</p>	 <p>RESPONSE TO THE CRY OF THE EARTH</p> <p>ADOPTION OF SIMPLE LIFESTYLES</p>	 <p>RESPONSE TO THE CRY OF THE POOR</p> <p>ECOLOGICAL ECONOMICS</p>
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	PCB-1 People Policy	PCB-1 - People Policy, PCB-2 - Behaviours Policy, PCB-3 Zero Tolerance Policy, PCB-S1 Code of Conduct	Association's Constitution, Archbishops Charter for BlueLine, PCB-1 People Policy, GA-1 Health and Safety Policy	PCB-1 People Policy, PCB-2 Behaviours Policy, PCB-3 Zero Tolerance Policy, PCB-S1 Code of Conduct.	GA-7 Procurement Policy	GA-5 Sustainability Policy	PCB-1 People Policy, GA-1 Health and Safety Policy	GA-3 Quality Assurance, GA-5 Sustainability Policy, GA-7 Procurement Policy	GA-5 Sustainability Policy	GA-7 Procurement Policy, GA-S1 – Modern Slavery
	 <p>4 Quality Education</p>	 <p>5 Gender Equality</p>	 <p>8 Decent Work and Economic Growth</p>	 <p>10 Reduced Inequalities</p>	 <p>17 Partnerships for the Goals</p>	 <p>14 Life Below Water</p>	 <p>3 Good Health and Well-Being</p>	 <p>12 Responsible Consumption and Production</p>	 <p>13 Climate Action</p>	 <p>1 No Poverty</p>
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