



Dear Evergreen Ironing customers,

Thank you for helping us get through the lock down year by continuing to use our services in one fashion or another. Your baskets of ironing have ensured all our willing staff are still supported by the business and employed.

We hope you are all well, found some life balance that works for you and remained of sound mind during the year we've just had.

Our family, ironers and staff who work with us have been spared the worst of the pandemic, thank goodness, the business is a little shaken, but we have a handle on it and are looking forward to conquering future challenges and opportunities.

In 2021, we have overcome the lock down, welcomed new customers, introduced Evergreen Ironing to OSCA, worked out how to run the business safely during a pandemic, improved our online shop, created and posted ironing training videos on our YouTube channel, provided support to a woman's co-op in India who make our re-usable travel bags and masks as well as continued to grow EVERGREEN IRONING, we've employed new ironers, oh yes and we've all been double jabbed. Relatively speaking, it was a good year.

Please have a read through this, our annual newsletter. It is our opportunity to bring you up to speed with where the business has been and what our plans are for the year ahead in respect to the services we offer you.

In the meanwhile, have a happy Christmas and once again, thank you for being there for us.

Luke, Eve, Osca and the OSCA and EVERGREEN IRONING teams all wish you a happy holiday.



PICK UP AND DELIVERY DATES FOR DECEMBER 2021 AND JANUARY 2022

Traditionally, EVERGREEN IRONING closes for four weeks over the Christmas and early January period to give our ironing staff the opportunity to have their annual holiday. There will be a lot of family catching up to do post Covid lock downs.

The last EVERGREEN IRONING delivery for the year falls on Friday the 24th of December.

If you don't have a regular booking, please plan ahead, the last couple of weeks of December are usually more than busy and we may not have the means to take on extra bookings.

EVERGREEN IRONING will resume pick-ups on Monday 24th of January 2022.

 DECEMBER 2021							 JANUARY 2022						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2	3	4	5						1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28	29	30
							31						

2022 CALENDAR EXPLAINED

The calendar highlights the dates EVERGREEN IRONING is open and the days EVERGREEN IRONING picks up and delivers, as well as PUBLIC HOLIDAYS which may affect your normal booking, so you can plan ahead.

BLACK dates indicate pick-up and delivery days.

GREEN dates indicate delivery only days.

ORANGE dates are public holidays.

GREY dates indicate no pick-ups or deliveries. That's when the ironing gets done.

We will also be notifying you through the year by text or an invoice overlay when a change to bookings happens and affects your usual pick-up and delivery times.



MONTH 2021

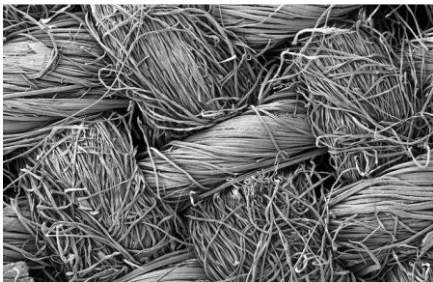
PICK-UP OR DELIVERY DELIVERY ONLY PUBLIC HOLIDAY NO PICK-UP OR DELIVERY

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

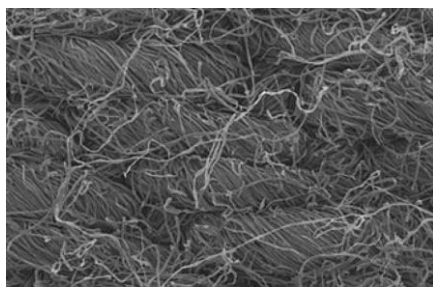
SAMPLE MONTHLY CALENDAR

HOW COTTON MASKS WORK

The cotton thread cotton masks are sewn from is by nature imperfect. It is made from the cellulose from plants and at a microscopic view, looks more like a messy tangle of fibre strands.



These fibres loosen in the wash creating a twisted mesh. Airborne particles travel in a straight line and get caught in the mesh.



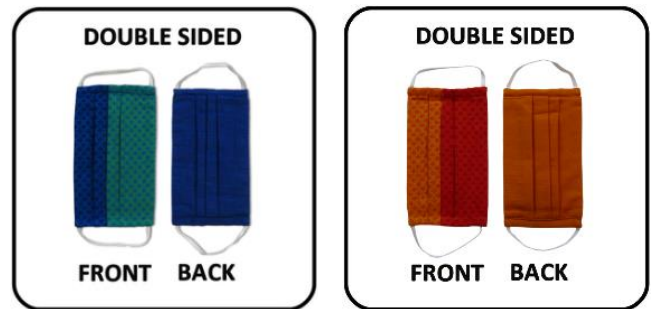
Each wash makes the mask better at preventing particles passing through.

The fraying of the fibres is also the reason your cotton shirts get softer over time.

100% COTTON MASKS

Even after the lockdown, there are good reasons to have some spare masks around.

Masks prevent inhaling pollen, pollution particles, bushfire smoke, soil particles while gardening and construction dust to name a few.



Available from our online shop

SHOP.OSCA.COM.AU

RECYCLING

POLY GARMENT BAGS

Congratulations, your enthusiasm in adopting re-usable bags is making a difference.

Does biodegradable mean you can put it in your compost? Well, not really. Here is the rundown:

BIOPLASTIC – Produced from plants, animals and or micro-organisms with non-organic additives – is not biodegradable.

BIODEGRADABLE – Will break down into CO₂, water and residual organic material with the help of micro-organisms under ideal conditions. The process and outcome varies considerably.

COMPOSTABLE – Will break down under specified conditions and only in certain time under those conditions and must be certified to Australian standards.

AS 5810-2010 will break down in industrial composting.

AS 4736-2006 will break down in home composting – very slowly.

OXO-DEGRADABLE – Is conventional plastic mixed with additives which cause it to break down into smaller and smaller pieces eventually becoming micro-plastics. It is neither recyclable or compostable.

Best to stick to re-usable bags.

HANGERS

Ever wonder what to do with those hangers that keep on accumulating in the wardrobe?

Put them in a cardboard box or a bag and leave them out with your ironing.

We will sort the hangers out.

Some hangers in good condition can be re-used. We donate hangers in fair condition to Op-shops or Vinnies and responsibly recycle the rest.



REDUCE



REUSE



RECYCLE

SINGLE USE PLASTIC BAGS

The Victorian government is planning to ban all single use plastic bags by February 2023. We suspect the ban will include the single use poly bags Dry Cleaners and we use. We have approached the DCI Dry Cleaning Institute for advice but as yet have not heard back.



100% Cotton, reusable and sturdy garment travel bag made for OSCA
\$ 44.00

We already have alternatives available. Exclusive to OSCA, designed by Osca, 100% Cotton, Durable, Reusable, Washable, zip-up shirt travel bag for hanging suit length items such as Shirts, Polo's, T-shirts and Pants. Can fit 3 to 5 garments depending on style, size and cut.

Adopted by OSCA customers, two years in use, these bags have been tried, tested and have proven to be truly reliable and durable.



HABEE reusable suit bag
\$4.95
(\$5.00 at BigW)

We have also secured a good supply of Habee Suit bags. A cheaper alternative, these reusable bags are less durable, but still a great alternative to single use plastic bags.

[SHOP.OSCA.COM.AU](https://shop.osca.com.au)

REDUCING OUR CARBON FOOTPRINT



Whilst we are eagerly awaiting the arrival of electric vans, we are offsetting our fuel. There are nearly 800 carbon offset projects across Australia.

One of them is the Yarra Yarra Biodiversity Corridor, where more than 29 million native trees have been planted in south-western Western Australia.

By reforesting thousands of hectares of habitat for threatened species, nearly 2 million tonnes of CO2 will be removed from the atmosphere and protected for 100 years, according to project leaders Carbon Neutral.

2021 IN REVIEW

Largely thanks to our customer's loyalty, we were able to trade during most parts of the year. Post lockdown, things have returned to about 75% of where we were before COVID so we are doing OK.

The hardest drawback we've experienced came from not being able to recruit for new ironers during the lockdowns nor be able to offer face to face, hands on training. In that area, we are experiencing a bit of a lag.

The process of putting on new ironers can be lengthy. There is a three step application and vetting process. We need to be extra prudent in view of the ironers taking the customer's ironing home.

The most likely applicants then attend one day a week training for four weeks, to cover the basics and ensure the ironers have the skill to work with EVERGREEN IRONING. Only when the ironer is satisfied that this will work for them and equally, we are satisfied that we can entrust our customer's garments to them, do we go ahead.

It takes about three months to work out and manage all the systems, individual routines, comfort zones, abilities and customer feedback before we can be confident of a long relationship and comfortably match particular customers with an ironer who has the right skill set for the customer's needs.

We are actively recruiting at the moment, but it will be a while before we re-build the team.

HOW WILL IT AFFECT BOOKINGS

For the time being we are managing but as we get closer to Christmas and New year, our busiest time, we may need to ask for extra time to manage the volumes of ironing. Usually, that would mean extending the booking time to the next delivery day.

REGULAR BOOKINGS

If you have a regular weekly or fortnightly booking, we are expecting your basket and can plan ahead to make sure we have an ironer available for you.

CASUAL BOOKINGS (Book as you need)

It is a little harder to match an ironer with your booking if we don't know when your next basket will come in. If we overwhelm the ironers with extra work, it creates more stress and they need to work faster or longer to get through the volume of work.

Because we care for you and the quality of ironing we deliver as well as the people who do the ironing for you, sometimes we need to compromise and ask for extra time.

As things settle down in the New Year and we find more ironing angels to join our team we will return to the normal 48 hour booking time.

We'll let you know when your booking comes in.

IRONING INNOVATIONS - SOLAR POWERED IRON



On India's residential streets, amid the tea vendors and vegetable sellers, ironing "wallahs" press clothes each day for millions of Indians, smoothing out wrinkles with iron boxes packed with hot charcoal.

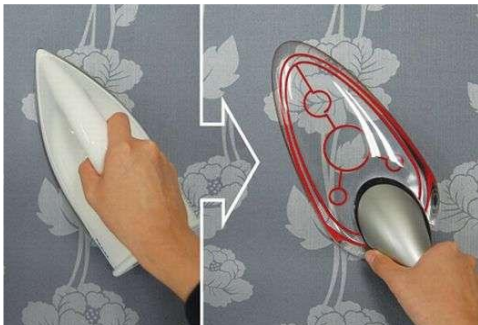
But India's 10 million ironing carts and shops take a hefty toll on the country's forests. Each uses, on average, more than 5 kilograms of charcoal each day, the government's science and technology department estimates.

Now, however, a 14-year-old girl, troubled by the heaps of used charcoal left by her local ironing vendor and by his painful wheeze from pollution, has developed an alternative: an award-winning solar-powered iron.

"I calculated the enormous quantity of charcoal being used, the pollution from it that worsens climate change, damages Mother Earth and human health. I wanted to create a renewable resource to replace charcoal," said Vinisha Umashankar from her hometown of Tiruvannamalai, in India's southern Tamil Nadu state.

Just a few weeks ago her innovation was recognized with the Children's Climate Prize for its contributions to cleaner air. The prize, backed by a Swedish energy company, includes 100,000 Swedish krona (\$11,600) to further develop the project.

IRONING INNOVATIONS – SEE THROUGH IRON



Transparent B-Iron 725 Lets You Watch the De-Wrinkling
Reference: thedesigblog.org

The see-through B-IRON 725 makes ironing fascinating. Maybe that's a bit of a stretch, but in the very least, this appliance makes it somewhat more interesting. The iron is made of transparent tempered glass, letting you observe the flattening process happening to your clothes beneath. The sleek design also has a swivelling handle to ergonomically adjust for comfort.

Clearly designed by engineers that have not ironed before.

HOW DOES OSCA FIT IN



OSCA, established in 1986, has had a single goal: To develop a service which provides unsurpassed quality of ironing with a service to match.

Having seen and trained hundreds of ironers, mostly women, we have come to appreciate just what it takes to be an excellent ironer. The commitment and dedication, willingness to have a go and learn new things, the care, has been astounding.

However, there are many more women out there who do this work on their own from their own home without the support and conditions most employees are entitled to.

Initially, we had hoped we could set up a franchise system which would be able to extend the protection and conditions OSCA ironers enjoyed.

After a few years of development, we realised that no matter how we structured it, the financial commitments, ongoing fees and franchising rules would mostly benefit the company but not the ironers working from home, so we abandoned the idea altogether on moral grounds.

EVERGREEN IRONING is our opportunity to fulfil the dream. In fact we have made it our responsibility to look after women working from home. Ironing on one's own can be a tough gig. We've had the experience and have the know how to make their life easier.

They deserve it.

WHAT DOES EMPOWERED BY OSCA MEAN



Basically, OSCA has thrown all the weight of our experience, resources and labour to help establish, run and develop EVERGREEN IRONING into a successful business which provides excellent service and bespoke quality of ironing to its customers while continuing to improve the ironer's conditions with better rates and ironing training to improve the job satisfaction and quality results whilst keeping the prices down.

Printed by OSCA for EVERGREEN IRONING
OSCA Pty Ltd - P.O.Box 326, BALWYN NORTH, 3105

www.osca.com.au
