



## Message from the President...

I want to start by addressing the Marathon bombings. It has been a difficult time for everyone who lives and works in the Boston area. Our thoughts and prayers are with all who have been impacted.

On **May 14th**, we will be holding our first Executive Roundtables at the Sheraton, Portsmouth, NH. We will be discussing the future of NELA - what services and programs will benefit our member companies. In addition, we will discuss current government regulations; technology; ObamaCare; and other issues defined by the attendees. **May 15th** is our 19th Annual Golf Outing at The Ledges and we are looking forward to a warm and sunny day (or at least no rain!).

The 100th Annual Meeting & Fall Conference was a wonderful celebration. The attendees heard the insights of Ron Croatti, CEO, Unifirst Corporation, Arthur Spilios, CEO, Crown Uniform & Linen, and Alan Schwartz, President, Superior Uniform. Moderator Linda Guild asked the panel questions such as

- How has the business/industry changed during your time?
- Where do you see the industry in the future?
- What was a defining or pivotal moment for you or your business?

The weekend culminated on Saturday night with the 100th Anniversary Dinner Dance.

We look forward to carrying the energy from the 100th Annual Meeting into our next 100 years. Plan now to join us at the Woodstock Inn in September!

*Leo P. Villari, Jr.*  
President

## Crown Uniform & Linen Service Celebrating 98 Years

It was the early part of the 1900's, when Athans Spiliotopoulos came to America from Greece. He came to join his brother, Demosthenes, and achieve the American Dream. Leaving behind a wife and son, he immigrated to Boston and teamed up with his brother making coat and apron deliveries with horse and wagon to the fish piers of Boston, and many of the local Greek cafes and food shops in town. They had two routes, and each day they would drive their wagons to a central laundry and wait for their goods to be laundered. Eventually, brother Demosthenes returned to Greece leaving the business to Athans.

The company at that time was known as the Loyal Coat & Apron Supply Co. Soon thereafter, Athans was reunited with his wife Mary and son Angelos. Early records document Angelos delivering aprons on a bicycle at age 14, from their location in Roxbury in 1914.



As time went on, and World War 1 came to an end, Athans moved his business to A Street in South Boston. He and other linen suppliers were renting space and having their work laundered at the National Laundry Co. next door. A fire at National, in the late 1920's, put Athans and others in urgent need of finding another laundry. Athans joined forces with another linen supplier and they opened their own laundry, know as the Hub Laundry Co., on Bristol Street near the Pine Street Inn. They continued to do their own work as well as others' until the early 1930's.

continued on page 2

## \$219,000 in OSHA Fines and Citations

OSHA has issued citations and fines totaling \$219,000 against Prestige Industries, North Bergen, NJ, which operates a commercial laundry at that location.

The issues cited were: Machine guarding violations, lockout / tag-out violations, electrical hazards, confined space entry violations, hazard communication program violations (inadequate training and material safety data sheets).

continued on page 3

## IN THIS ISSUE

A Message from the President.....1	Board of Directors.....3
History of Crown Uniform..... 1	Fall Conference Sponsors..... 4
OSHA Fines and Citations.....1	Photos from 100th.....insert
Spring Meeting.....2	

## Executive Roundtables

Join NELA for a discussion on issues facing our industry and how NELA and its members can take action to affect those issues. We will split into two groups - operators and vendors for separate conversations and then join back together for an overall discussion. **Topics may include:**

- What should the future direction for NELA be, and how do we get there?
- How is the current regulatory environment impacting you, and what changes are you making to minimize the impact?
- What energy conservation initiatives, and sustainability programs are you considering?
- How is technology innovation helping your business?
- With the increasing labor cost in China, what businesses are returning to the US? How will this help our industry?
- How is hospitality linen shrinkage affecting your business?
- What are your major concerns regarding labor?
- How do you expect the new health care laws to impact your business?

**Please list any topics you would like discussed on your registration form.**

**If you have not received your registration form, please contact the NELA office.**

### 2013 Spring Meeting Executive Roundtable

May 14th , 2:00 PM – 9:00 PM

Sheraton Portsmouth

&

### Golf Outing

May 15, 2013

The Ledges, York, ME



Celebrating 98 Years  
(continued from page 1)

It was around this time when Athans acquired a linen service in Lowell from a laundry family in Worcester. That company was called the Crown Coat & Apron Supply Co. A short time later, a building located on Damrell Street, in South Boston was purchased, and in 1933, Athans finally opened his own laundry there. The company became known as the Loyal Crown Linen Service. With a branch in Worcester and a plant in Boston, Athans' American Dream was being realized.

Athans and Mary went on to have seven children in all. Each child worked either in the plant, in the manufacturing department, known as Loyal Manufacturing, on the routes, or in the office. Angelos' brother Plato and sister Edith eventually took over the reigns as second-generation successors and led the company through the 40's and 50's. During World War II and the Korean War, the plant manufactured garments for the Navy.

The 1960's were highlighted with the acquisition of the Hub Laundry and Linen Service in 1967. With locations in New Hampshire and Cape Cod this additional business expanded the Crown footprint in New England. The Bagley Laundry and Linen Service Co. was purchased in Springfield, MA, and the Loyal Worcester/Lowell branch work was processed there.

It was at this time when Plato's son, Arthur Spilios, came in and took over operations. With cousin, Alex, and brother, Chris, the company managed through the difficult years of the Vietnam War, when one couldn't find help. The severe recession of the early 70's also hit hard with shortages of gasoline and cotton goods.

The three cousins worked together until 1977, when Plato bought out his sister's interest and Crown consolidated its various companies into the Crown Services Company. Plato managed to acquire several linen services in the next two decades, and laundries were opened in Lawrence and Fall River, Mass. Eventually, Crown grew with locations in Connecticut and Rhode Island, as well as Virginia and Maryland. Plato worked up to the age of 87 and in the last years of his life, he acquired a 230,000 square foot Mill building in Nashua on 16 acres of land. That location is now the home of Crown headquarters, with its central warehouse, and New Hampshire and Vermont distribution center.

Today, Arthur's son, Plato, and Chris's son, George, now run the Crown operations. As fourth generation great grandsons of Athans, Crown is truly a proud family business. The Spilios family has enjoyed nearly a century of participation in the laundry and linen business and has always been proud of the industry it has served.



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### **EXECUTIVE DIRECTOR**

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## \$219,000 in OSHA Fines and Citations (continued from page 1)

### **An example of one of the citations:**

Citation 1: Item 1 – Type of Violation:  
Serious

29 CFR 1910.146(c)(1): The employer did not evaluate the workplace to determine if any spaces were permit-required confined spaces:

(a) Washer & Dryer areas

Employees operated and un-jammed laundry equipment, including but not limited to the Milnor Continuous Batch Washer (tunnel washer), without knowledge that this equipment is a permit-required confined space. The employer did not conduct an evaluation to identify confined spaces.

**Proposed Penalty: \$7000.**

It is important to note that similar violations were issued by OSHA in 2012 against a laundry owned by the same company in Bayshore, NY, following the

death of an employee who was caught in an unguarded machine. That is the reason that OSHA classified some of the violations as “repeat” violations.

The NELA office has a copy of the OSHA citations issued against Prestige Industries. Text of the citations is also available at <http://op.bna.com/dircases.nsf/r?Open=amky=96vsfa>

At the end of March, OSHA cited Brite Services Inc., doing business as Star Laundry, for 39 serious safety and health violations found at its commercial laundry facility in Paterson, NJ. Proposed penalties total \$164,700.

Jeff Hirsch recommends that all companies review the citations to ensure that you are maintaining a safe workplace. In addition, reviewing the detailed OSHA citations could be a very useful training exercise for your supervisory and maintenance teams.



## 100th Anniversary Book

The 100th Anniversary Book is almost ready to be printed. If you are one of the few who has not submitted your company's materials, please do so **NO LATER THAN May 13th**. Please help us to ensure that the book is complete and ALL our member companies are represented!

Thank you!

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# Scenes from 100th Anniversary Dinner Dance



Nikolai Jensen, Al, Rosa and Andre Olivier



Alan and Faye Rosenstein, Alan and Pat Shapiro



Leo Villari and Dave Desmarais



Frances Baker, Chris and Kristen Norton, David Tingue, Jordan Baker



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*photos by Merrill Shea*

