

Tucked away at the end of a quiet road in a small industrial park is one of Somersworth's largest employers. Founded by Lucien Drolet in 1938, General Linen has grown to over 300 employees with satellites in Maine, New Hampshire, Rhode Island and Connecticut. Still family owned with David Drolet as President, Shane Drolet as the Executive Vice-President and Davis Drolet in the service department learning the business from the ground up, the company provides commercial linen services to a variety of industries across New England.

Somersworth has served as the company's headquarters since 1997 and the facility serves as an excellent example of how a business can truly embrace sustainability. Over the years leadership at General Linen has invested in everything from high efficiency lighting to three state-of-the-art tunnel washers that minimize water use and reduces energy and chemical consumption. The company was one of the first in New England to earn the Clean Green certification from the Textile Rental Services Association (TRSA) and takes advantage of every opportunity to implement the three R's; Reduce, Reuse and Recycle.

Some other examples of General Linen's commitment to sustainability are:

1. Using heat exchangers to recapture and reuse waste water heat.
2. Upgrading to high efficiency motors.
3. Implementing route optimization software.
4. Recycling cardboard, hangars and paper.
5. Partnering with another company that regrinds floor mats to be used in other products.
6. Employee commitment to recycling.
7. Offering paperless E-billing to customers.

You can see more ways in which General Linen shows that sustainability is a commitment to them and not just a buzzword to promote their business by visiting their website, [www.generallinen.com](http://www.generallinen.com).

Steve Marcq, Director of Business Development, has been with the company for around 25 years. He began as a production manager and has worked in sales and service throughout most of his tenure. There are a number of reasons why Steve has such a long tenure with General Linen including the size of the company and the opportunities. "We are both small enough where everyone knows each other, yet large enough with enough resources to compete effectively on a regional level with national competitors." Steve's tenure and tenacity has helped him contribute to the growth of the company as well. "I've been able to work in various areas of the business with great people, make a lot of contributions and get plenty of training and exposure over the years. I have coached, trained and developed lots of co-workers and been able to help chart the course of the company."

Finding success with multiple locations, servicing industries vulnerable to the ups and downs of the economy, is not a slam dunk. Add the challenges of sourcing the right talent to do everything from sales, delivery and production and you can't help but be impressed by this family-owned enterprise with over 70 years of business success.