

JLA Interim Update for the six months

ended 30 April 2022



Important notice

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At a glance

Who we are

JLA was established in 1973 as a family-run company in Ripponden, West Yorkshire. Almost 50 years on, we lead the market in critical equipment supply and servicing.

From hotels to hospitals, JLA's market-leading products and services help to keep thousands of patients, residents and customers safe, clean and warm – and we aren't stopping there. Through digital innovation and service investment, we're constantly finding new ways to make life easier for our customers.

Whatever the challenge, we'll take care of it.

1973

JLA OPENS FOR BUSINESS

John Laithwaite Associates opened the first office in Ripponden, a village in West Yorkshire, and we're still based here today!

2002

JLA ACQUIRES CIRCUIT

We teamed up with Circuit Managed Laundries to establish an unrivalled presence in the managed laundries market, pooling resources and expanding operations in universities, holiday parks and key worker sites.

2010

BACKING FROM HG CAPITAL AND LAUNCH OF JLA CLEAN

We received financial backing from Europe's fastest-growing private equity group to drive further expansion of our product ranges and our business.

We launched our innovative detergent range, specifically designed to maximise the performance of our machines and provide customers with even better wash quality.

2016

MANCHESTER CONTACT CENTRE OPENS

We opened a brand new contact centre in Salford Quays, Manchester to accommodate our growing workforce.

2017

LAUNCH OF JLA HEATING DIVISION

We launched our Heating division, encompassing boilers, water heaters and hot water cylinders, to provide unique and energy-efficient heating solutions for a variety of markets.

2019

JLA GROUP GROWTH CONTINUES

To increase the scope and support nationwide of our Heating and Fire Safety verticals we acquired a number of additional companies. Through the expertise of these acquisitions we are able to provide customers with support on their most critical assets.

2021

INTEGRATION OF FIRE AND HVAC AND REBRAND.

Following the acquisitions of multiple independent HVAC and Fire Safety businesses JLA completes the integration, setting up JLA HVAC and JLA Fire & Security. To announce our new standing as a nationwide provider of laundry, catering, infection control, HVAC and fire & security JLA rebrands and launches our new company values of care, commitment and collaboration.

JLA

C

Hg

OTEX

Washing

HVAC

Cinven

FIRE

OTEX

JLA

myJLA

1984

JLA MOVES TO HQ AND LAUNCHES TOTAL CARE

We needed to expand the JLA team in order to meet the rising demand for our great services like Total Care, and so we moved into our current Head Office (still in Ripponden) and opened our first contact centre.

Our innovative Total Care promise is older than you might think! By building on our existing rental solution, we were the first to bring together great machines and ongoing maintenance for simple monthly payments and no repair bills – ever.

2004

OTEX OZONE DISINFECTION SYSTEM LAUNCHED

We launched our ground-breaking OTEX ozone disinfection system, completely changing the way healthcare businesses, the NHS and care homes tackled the difficult task of infection control. To date, it is the only ozone-based laundry solution to receive RRP1 status.

2012

LAUNCH OF CATERING & INFECTION CONTROL DIVISION

We used our expertise in commercial laundry to launch our Warewashing division, offering top-tier dishwashers, glasswashers and utensil washers to the market. Following the successful launch of our Warewashing division, we began to offer dedicated, professional kitchen solutions encompassing cooking, refrigeration, and cooling as well as cleaning.

Not content to rest on our laurels, we launched our Medical division to develop sluice room and infection control solutions for health and social care sectors.

2018

BACKED BY CINVEN AND LAUNCH OF FIRE SAFETY DIVISION

We received financial backing from Cinven, a global Private Equity firm founded in 1977. Their investment will help us to continue to grow and expand our product offering.

The launch of fire safety solutions complements our existing heating, laundry and catering services and allows our customers to benefit from having the most critical areas of the business covered by one supply and service partner.

2020

2020: JLA AND THE FIGHT AGAINST CORONAVIRUS

An in-depth study carried out at De Montfort University in Leicester found that the OTEX washing system, which uses ozone to kill bacteria even at low temperatures, completely removes all traces of coronavirus (OC43), a model virus for SARS-CoV-2.

2022

GOING DIGITAL

To enhance the customer experience and support our colleagues JLA launches a new Customer Portal and App to help us stay ahead of the game.

care commitment collaboration

JLA

What we do

Whether it's catering, laundry, infection control, fire safety and security, or heating and air conditioning, JLA draws on nearly 50 years of experience – and the skills of over 450 engineers – to take care of it.

JLA provides over 25,000 customers with advice, training and support to keep their critical assets and their businesses running, but what we really deliver to our customers is peace of mind; the knowledge that vital areas of their business won't be disrupted, so they can focus on what's truly important to them.

Our Owners

JLA is indirectly majority owned by funds advised by Cinven Partners LLC. Cinven is a leading international private equity firm, founded in 1977, with offices in London, Frankfurt, Guernsey, Hong Kong, Luxembourg, Madrid, Milan, New York and Paris.

Cinven uses a matrix of sector and local country expertise to target companies where Cinven can help to drive revenue growth, both in Europe and globally. Cinven's Portfolio team helps its portfolio companies take advantage of international best practices and growth in global markets, including those in Asia and the Americas.



*JLA draws on nearly 50 years of experience
– and the skills of over 350 engineers*



care commitment collaboration

JLA

JLA

in numbers....

1

Less than 1 working day
-average time to fix



45,000+

Over 45,000
machines covered
by Total Care

More than

7,000

Care, Housing
Association and
NHS Trust sites



350+

Engineers on
the road



More than

1,000

colleagues

Over

180,000

site visits
per year



// The business has shown strong growth in these first six months and demonstrated an ability to quickly return to growth following the pandemic. I look forward to building on the added value we have started to deliver to our customers through our exciting new digital propositions. //

Ben Gujral, CEO

Interim Update 2022 – Trading Update

Revenue growth for the six months ended 30 April 2022 was strong, up 15% on the same period last year. We have shown resilience during the pandemic, and a return to strong growth since. We are now well placed to demonstrate the further added value we can deliver to customers following investments in our digital propositions. Key highlights include:



Group revenue for the half year in excess of £80m;



Continued growth in contracted sales in each of our verticals, in line with our stated strategy;



Integration and re-brand completed with all acquired businesses now brought under one strong and recognisable brand;



Launch of MyJLA - a web-enabled portal that enables customers to engage with us on a digital level, allowing them to access their important information all in one place;



Launch of JLA Connect, which enables us to remotely monitor our customers' equipment, identify malfunctions earlier and fix them quickly;



Launch of our JLA Academy, an apprenticeship scheme to develop the engineers of the future;



Continuing to invest in and develop our colleagues and looking after their wellbeing, including launching the Manager Development Programme and our Diversity and Inclusion Policy; and



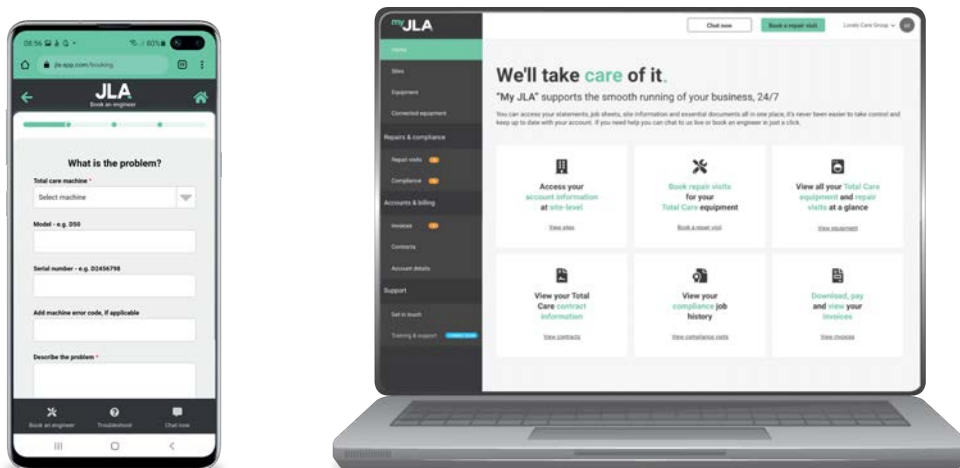
Developing a comprehensive Environment, Social and Governance strategy to ensure JLA contributes to this important agenda.

Our Digital Vision

Our vision is to be the digital-first partner for all our customers' critical asset installation and servicing needs. We aim to provide a digital-first customer experience which will enrich customer journeys, drive improved retention, empower operational efficiency and enable data-driven growth opportunities across our business and into new markets. Following the launch of our app last year, we have since launched two exciting propositions.

MyJLA is a web-enabled portal which supports the smooth running of our customers' business 24/7. With job sheets, invoices and all essential documents in one place, customers can take control and keep tabs on their essential information. The portal also enables customers to interact with JLA real-time, find easy fixes straight through the portal, or book an engineer. The business has had very positive feedback from customers using MyJLA and we have a clear roadmap of future developments that will help drive stronger engagement with our customers.

Alongside MyJLA, we have also been rolling out the JLAConnect programme, which enables us to connect remotely to the machines we maintain and monitor performance on a real-time basis. Using our proprietary technology, we are able to identify potential malfunctions much earlier and sometimes before our customers have even noticed them. By acting on these triggers quickly, we keep our machines running continuously, saving our customers' precious time, and we can also prevent much more disruptive and costly breakdowns that would have occurred if the malfunction was left unattended. With 2,600 assets connected to date, we have already seen some strong results from the JLAConnect programme, and have an exciting schedule of activities to strengthen the proposition and connect further into our machine estate.

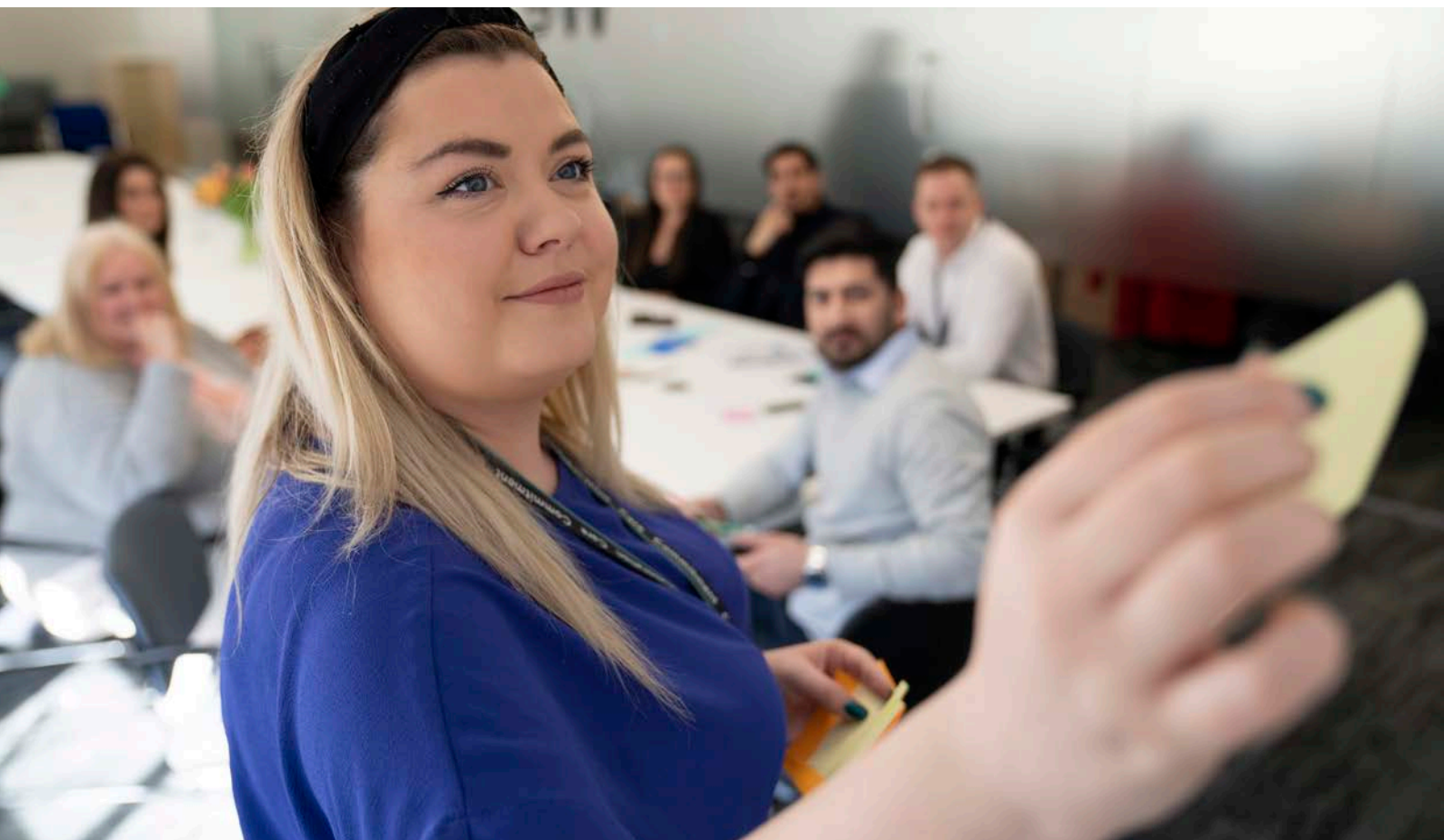


Our People

The post-pandemic reality has driven many changes in workforces across the UK, and we have decided to invest further in our people to ensure we continue to attract and retain skilled and diverse people who can thrive at JLA. During the period we launched our Equality, Diversity and Inclusion policy, which combines a number of initiatives we have taken to ensure we recruit and retain a diverse workforce. This includes partnering with a number of specific recruiters to reach potential applicants from BAME and LGBTQ+ communities, as well as driving the recruitment of more female engineers and apprentices.

We are keen to ensure our colleagues thrive and continue to develop at JLA, which is why we launched the JLA Academy. The Academy brings together a number of programmes, including a management development programme for our people leaders, a sales development programme and a mentoring programme to help our people achieve their aspirations. To help those looking for their first job, we established an apprenticeship programme, which sees two intakes of apprentices per year learn and develop the skills needed to establish a long and successful career in engineering. We currently have 30 apprentices at JLA.

JLA supports gender equality and enforces an equal pay policy. We are proud that 50% of our Executive team are women, however we are committed to closing the gender pay gap across the organisation. We have conducted a pay benchmarking and adjustment exercise and have launched a Women in Leadership apprenticeship to support our female colleagues realise their ambitions.



Our Environment, Social and Governance (ESG) Strategy

In the past six months we have developed a comprehensive ESG strategy which details the priorities for JLA in the ESG context and a detailed plan of activities and key metrics by which we will measure performance.

Our ESG vision is to continually evolve our business in a way that ensures we take care of the planet, take care of our communities and take care of our people. To do this, we need to be active stewards of the environment, help our colleagues and communities prosper and ensure our business operates in an ethical and responsible way.

In order to develop our ESG strategy, we worked with a leading consultant to scope our current and projected carbon emissions, so that we can understand which aspects of our business operations have the largest contribution to our carbon footprint. A key aspect of our carbon reduction strategy is to replace our vehicle fleet with green alternatives such as electric vehicles. We have already transitioned 30% of our company car fleet to electric vehicles, and have determined a plan to transition our diesel van fleet to electric vehicles, provided vehicles that meet our mileage needs are available.

We intend to publish our first Sustainability Report in 2023, once we have published our results for the year ended October 2022. This report will set out our vision and strategy in more detail, along with the key metrics and targets we have chosen to measure our success in this important area.



Board of Directors

Our Board is responsible for overseeing JLA's activities. The Directors are apprised of, debate and challenge operational performance metrics, risk matters, customer and conduct related matters and receive reports on current strategic initiatives.

Sarah Norton joined the Board as CFO in March 2022. There have been no other changes to the Board members in the six months to 30 April 2022.

Risk Management

Managing risk effectively is important to us and fundamental to the way we oversee our business.

Our risk management framework and principal risks overview are detailed in in the 2021 Annual Report. Our principal risks and uncertainties remain largely unchanged from those disclosed in the annual report.