

jla.com



April 2024

Interim update for the last six months.

We'll take **care** of it.

JLA

Important notice

This interim update (this “Document”) is provided in accordance with Part V of the Guidelines for Disclosure and Transparency in Private Equity in relation to the JLA group of companies (comprising JLA Acquisitions Topco Limited (the “Company”) together with its subsidiaries and subsidiary undertakings (the “Group”).

All financial information contained in this Document relates to the consolidated financial results of the Company. The financial information contained in this Document has not been audited or verified by any independent accounting firm. All non-financial information contained in this Document relates to the business, assets, and operations of the Group.

This Document may contain forward-looking statements. All statements other than statements of historical fact included in this Document are forward-looking statements.

Forward-looking statements express the Company’s current expectations and projections relating to their financial condition, results of operations, plans, objectives, future performance and business.

These statements may include, without limitation, any statements preceded by, followed by or including words such as “aim,” “anticipate,” “believe,” “can have,” “could,” “estimate,” “expect,” “intend,” “likely,” “may,” “plan,” “project,” “should,” “target,” “will,” “would” and other words and terms of similar meaning or the negative thereof.

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Who we are

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

JLA was founded in 1973 as a family-run company in West Yorkshire. Five decades on, we supply, install and maintain critical equipment for more than 22,000 customers across 50,000 sites in the UK and Ireland.



Our mission is to be a trusted partner in commercial laundry, catering, fire safety, infection control and heating, ventilation and air conditioning to organisations that form a vital part of the UK's social infrastructure.

We operate from 13 locations, including our headquarters in Ripponden. Following acquisitions and organic growth, our group of companies now employs over 1,100 people, including 400 engineers.

A brief history of JLA.

1973

JLA opens for business

John Laithwaite Associates opens its first office in Ripponden, a village in West Yorkshire. Over 50 years later, we're still here!

1984

JLA moves into HQ and launches Total Care

As we expand to meet rising demand, we move into our current head office (still in Ripponden) and open our first contact centre.

Building on our existing rental solution, we're the first to bring together great machines and ongoing maintenance for simple monthly payments and no repair bills – ever. We call this package Total Care.

2002

JLA acquires Circuit

JLA teams 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.

2004

OTEX Ozone disinfection system launches

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

2010

Backing from HG Capital and launch of JLA Clean

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

We also launch our innovative detergent range, specifically designed to maximise the performance of our machines and deliver even better wash quality.

2012

Launch of Catering & Infection Control division

We use our expertise in commercial laundry to establish a warewashing division, bringing top-tier dishwashers, glasswashers and utensil washers to market. Following a successful launch, we expand into dedicated, professional kitchen solutions encompassing cooking, refrigeration, cooling and cleaning.

Shortly afterwards, we launch our medical division to develop sluice room and infection control solutions for the health and social care sectors.

2016

Manchester contact centre opens

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

2017

Launch of JLA Heating division

We launch our heating division, covering boilers, water heaters and hot water cylinders, and begin to deliver energy-efficient heating solutions to a variety of markets.

2018

Backed by Cinven and launch of Fire Safety Division

We receive financial backing from Cinven, a global Private Equity firm founded in 1977. Cinven's investment helps us continue to grow and expand our product offering.

The launch of JLA fire safety solutions complements our existing heating, laundry and catering services, and allows customers to benefit from a single supply and service partner looking after all areas of their organisation.

2018

JLA Group growth continues

To increase the scope and support nationwide of our heating and fire safety verticals, we acquire a number of companies. Through the expertise of these acquisitions, we're now able to provide customers with support for their most critical assets.

2020

JLA leads the fight against Coronavirus

An in-depth study carried out at De Montfort University in Leicester finds that JLA's 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

JLA goes digital

To enhance the customer experience and better support our colleagues, JLA launches a new customer portal and app to improve service delivery and save our customers more time.

2024

Continued to expand our digital platforms. Connecting our customers and giving them valuable insight to critical data to operate their business effectively. We now have over 6,200 connected assets and 2,500 portal users. We also launched digital detergent sales and subscriptions.

We launched Circuit Go, a digital platform which offers students flexible payment options and enhancing user experience

2021

Integration of Fire and HVAC and rebrand

Following the acquisitions of multiple independent HVAC and fire safety businesses, JLA establishes JLA HVAC and JLA Fire & Security. To mark our new standing as a national provider of laundry, catering, infection control, HVAC and fire and security, we rebrand and launch new company values of care, commitment and collaboration.

2023

JLA acquires Reliance and ICS

JLA acquires Irish laundry specialist Reliance to further enhance local service, support and sustainability standards across the Republic.

In the same year, JLA adds ICS Group Midlands Limited to its growing portfolio, bringing vital electrical engineering experience into the group.



What we do.

Across catering, laundry, infection control, fire safety and security, heating and air conditioning, JLA delivers market-leading equipment backed by one of the UK's largest networks of in-house engineers.

We provide over 22,000 customers with premium response that keeps their critical assets and businesses running smoothly. More importantly, we deliver peace of mind – minimising disruption so our customers can focus on what's important.

Everything we do is underpinned by our unique, all-inclusive Total Care equipment-and-care proposition, which offers a powerful alternative to buying outright and continues to power our growth in the UK's social sectors.

Our investors.

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.

Sector focus: our plan.

JLA proudly delivers essential services to thousands of the organisations that make up the UK's social infrastructure.

Every day, our state-of-the-art equipment, 24/7 support and expert advice are helping to keep our customers safe, clean, and warm, all over the country.



We currently serve:



130,000+ residents across **4,000** care facilities



160,000+ housing association residents across **3,000** sites



770,000+ university students across **3,000** sites

Underpinning these sectors are significant regulatory requirements and a culture of compliance. Here, we're able to act as a trusted partner, helping customers stay safe and compliant.

We also provide critical services to other sectors in the sport and leisure, leisure parks and hospitality markets.

Key statistics



55,000+
machines
covered by
Total Care



400+
engineers

22,000 customers



Over
6,200
connected
assets

Over 1,100
employees across 13 sites



Over 2,500
myJLA
portal users



Over 180,000
site visits per year



“We have continued our strong growth with a double-digit increase in revenue compared to the prior year. This reflects our focus on being the leading critical service provider to the UK’s social infrastructure, offering best-in-class tech capabilities, and having a service that meets our customers’ needs.

Our outlook remains robust as we build on this momentum and expand our digital capabilities to support our customers.”

Ben Gujral, CEO

Trading update.

Revenue growth for the six months ending 30th April 2024 was strong, **up 11% on the same period last year.**

This solid growth demonstrates our ongoing resilience in an otherwise challenging economic environment.

With unique propositions in our marketplace, we are well positioned for further growth through both current and new customers, with our social sector-focused growth strategy in support.

≈ **11%**
on the same
period last year.

- Group revenue for the half year exceeding £103m.
- Continued growth in contracted sales vs the prior year.
- Welcomed 121 new colleagues to the JLA group, including continued investment in our commercial teams and 41 new engineers.
- Welcomed ICS into our Fire division, and integrated TFS after they joined the group in FY22.
- Welcomed Reliance Laundry into the group as we look to expand our presence and capabilities in Ireland.
- Opened a new warehouse in Sheffield.
- Carried out our second annual colleague engagement survey.
- Developed more propositions to meet our customer needs, including helping Housing Associations address mould issues through the use of our OTEX sanitisers.
- Launched our first ESG sustainability report.
- Accelerated our Digital offerings with 6,200 connected assets, 2,500 portal users and the launch of digital detergent sales and subscriptions.

Delivering a digital platform.

We want to be the first choice for all our customers' critical asset installation and servicing needs. To this end, we've created a digital-first customer experience that simplifies customer journeys, drives customer value growth, improves operational efficiency and gives us a scalable platform for growth.

The last 18 months has seen us launch our flagship myJLA and JLA Connect propositions, along with our online detergents store and subscriptions package, allowing customers to buy detergents on their own terms. Uptake continues to grow.

In light of the current high cost of utilities, our JLA Connect alongside OTEX has seen increased customer demand. Through the myJLA portal, customers can see how much money they're saving on energy and water bills.

Our customer portal myJLA now has 2,500+ portal users and continues to enable the smooth running of our customers' business, 24/7.

Elsewhere, we're still expanding JLA Connect to monitor and care for more of our customers' machines in real time. Connect has drastically improved our first-time fix rates, reduced engineer time on site, and reduced cost to serve for connected assets.

We are never more than a click or phone call away from our customers so to support with the ongoing adoption of our digital propositions we have introduced a colleague network of Digital Champions. These champions act as department experts and support our tech team in embedding digital changes across the business.



Our people.

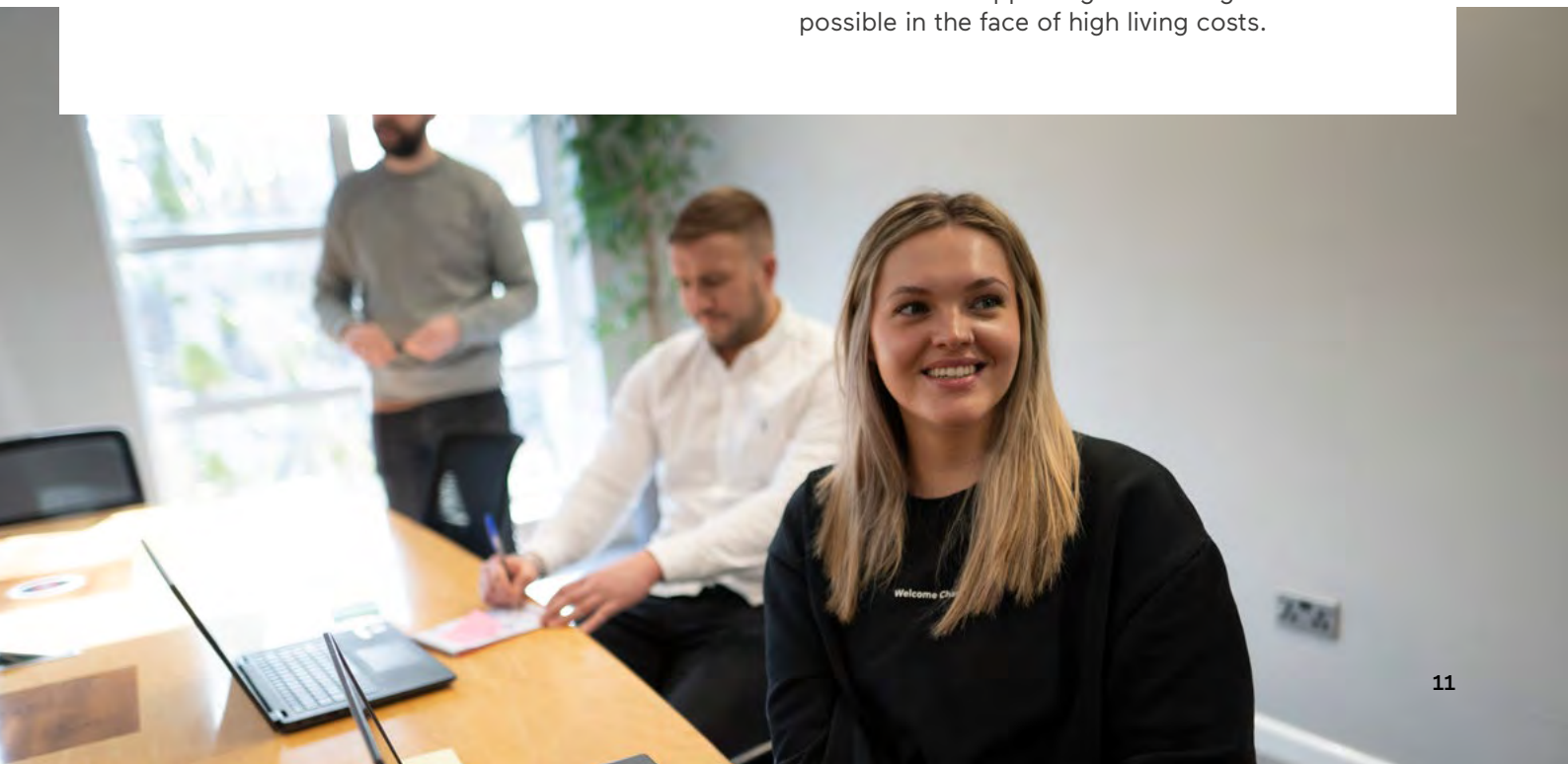
Our people are essential to our success, and we recognise the value that individuals from different backgrounds and perspectives bring. We aim to create a positive, inclusive environment in which work contributes to employee wellbeing, and where people genuinely feel part of a team and able to make a difference. We celebrate peoples' achievements through our monthly Colleague Recognition Scheme, long-term service awards and annual end of year JLA champions. We also encourage ALL colleagues to take a days' paid leave each year to volunteer their time supporting the communities in which they live, working with charitable organisations or on community projects, so they can positively impact society.

To aid mental wellbeing, we offer a range of self-care tools, support awareness events and share guidance from mental health charity Mind. Our employee assistance programme also continues to offer telephone and online help. Recently we refreshed our mental health awareness training for our mental health first aiders, recruiting a number of additional volunteers along the way who are passionate about the topic and helping others. These individuals are a first line of support for any colleagues suffering from mental health-related difficulties and they have proved an invaluable resource who really make a difference to the wellbeing of our staff.

In March our colleagues became Dementia friends by taking part in the biggest ever initiative to transform how the nation thinks, acts and talks about dementia. Our colleagues have also taken part in fundraising activities to raise money for the Alzheimer's Society.

We are highly focused on nurturing emerging talent. As of July 2024, JLA has 36 apprentices across the business in engineering, sales, operations management, L&D and business analyst roles. As part of our investment in people, we have developed People Plans, which are plans tailored for each function in the business, designed to provide the managers with the necessary support to identify the developing talent, realise their teams' potential, and ultimately achieve the business' objectives. As part of the People Plans, we have developed a comprehensive training programme for managers to learn and implement best practice in various aspects, such as absence management and interview technique.

As the high cost-of-living continues, we have repeated our tiered annual salary award that gives higher salary increases to lower paid colleagues. This approach has also reduced the gender pay gap for the business and we are committed to supporting our colleagues where possible in the face of high living costs.



Our vision for sustainability.

We're committed to growing our business in a way that ensures we take care of our people, customers, planet and communities. We want to have a positive impact and contribute to an inclusive, safe and sustainable world by providing our services in a socially and environmentally responsible and ethical way.

Our vision continues to reflect our ambition to improve the sustainability of JLA's customer offering, operations and supply chain. This strategy was developed by JLA's Executive and approved by the Board, and has four key pillars.



Caring for our customers

Enabling customers to deliver social value for their communities by providing a consistent, dependable and quality service.

Focus area

- Service quality and safety



Caring for our people

Helping colleagues prosper by providing a fairer, safer and more inclusive workplace.

Focus area

- Employee health, safety and wellbeing
- Attracting and developing talent
- Diversity, equity and inclusion



Caring for the environment

Being active stewards of the environment by striving to continually improve sustainability performance and that of customers.

Focus area

- Climate change
- Supply chains
- Other environmental impacts



Caring for communities

Helping communities prosper by supporting social infrastructure and working to create more sustainable supply chains.

Focus area

- Human and labour rights

In the six-month period to 30th April 2024, we've continued to execute this strategy. Key highlights include:

- Since the start of the financial year, 74 colleagues have taken up their Make A Difference Day to give back to our local communities, helping out in local hospices, charity shops, pony sanctuaries and in local community clean up events and fundraisers.
- A large proportion of our car fleet is EV or hybrid. We also continue to transition our engineer van fleet with 12 EV vans in circulation.
- Our OTEX cool-wash ozone disinfection system saving 276 million litres of water; and JLA Connect, our remote equipment monitoring solution, reducing the average distance travelled to customer sites by engineers by 24%.
- We also supported the Yorkshire Aid Convoy, which has helped underprivileged communities in Romania and Ukraine for the past two decades. In recent months, the charity has been organising volunteer convoys into Ukraine to hand-deliver humanitarian aid directly to help the people affected by the war; JLA donations have included laundry equipment to support orphaned children, as well as a hospital and rehabilitation centre in the Donbas region. Replacing ageing Soviet-era equipment, these machines are helping staff to care for civilian and military patients.
- We have 36 apprentices in our JLA Academy. We have also donated some of our apprenticeship levy to support up to 15 apprentices in organisations outside of JLA.



Board of directors

Our Board oversees all JLA activities. Directors are kept up to date with, debate and challenge our operational performance metrics, risk matters, customer and conduct-related matters, and receive reports on current strategic initiatives.

Risk management

Managing risk effectively remains critical for us – it's fundamental to the way we oversee and run our business.

Our risk management framework and principal risks overview were detailed in our 2023 Annual Report. Our principal risks and uncertainties remain largely unchanged from those disclosed in the Annual Report.