



Ended 30 April 2023

JLA interim update for the last six months

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

JLA

Important notice

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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.

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Who we are

JLA was established in 1973 as a family-run company in Ripponden, West Yorkshire. Fifty 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 here. Through digital innovation and service investment, we continue to find new ways to make life easier for our customers.

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.



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.



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.



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.



2016

MANCHESTER CONTACT CENTRE OPENS

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



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.



What we do

Whether it's catering, laundry, infection control, fire safety and security, or heating and air conditioning, JLA draws on the skills of over 400 engineers to take care of it.

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

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.



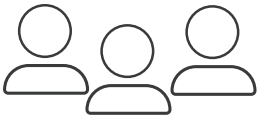
Key statistics



Over **3,000**
connected assets



1,100 employees
across 11 sites across
the UK



25,000
customers

JLA

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



Over **180,000**
site visits per year



Over **2,000**
MyJLA portal users



55,000+
machines covered
by Total Care

"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 strong as we build on this momentum and expand our digital capabilities to support our customers."

Ben Gujral, CEO

Interim Update 2023 – Trading Update

Revenue growth for the six months ending 30 April 2023 was strong, up 12% on the same period last year. This strong growth demonstrates the business' resilience to a challenging economic environment. With unique propositions in our marketplace, we are well positioned for further growth from both current and new customers. Key highlights include:



JLA turning 50 in February 2023, a milestone in our history



Group revenue for the half year exceeding £92m



Continued growth in contracted sales vs the prior year



Growth in both Fire and HVAC verticals



Expanding our offering in the Infection Control market to address our customers' regulatory challenges



Continued development of our Digital propositions, expanding our connected estate to c.5,000 assets



Starting our roll-out of new electric vans for our engineers, a significant step on our ESG journey



Making a difference in the communities surrounding our UK offices through voluntary work

Our digital vision

Our vision is to be the first choice for all our customers' critical asset installation and servicing needs. To get there, we aim to provide a digital-first customer experience that simplifies customer journeys, improves operational efficiency and gives us a scalable platform for growth.

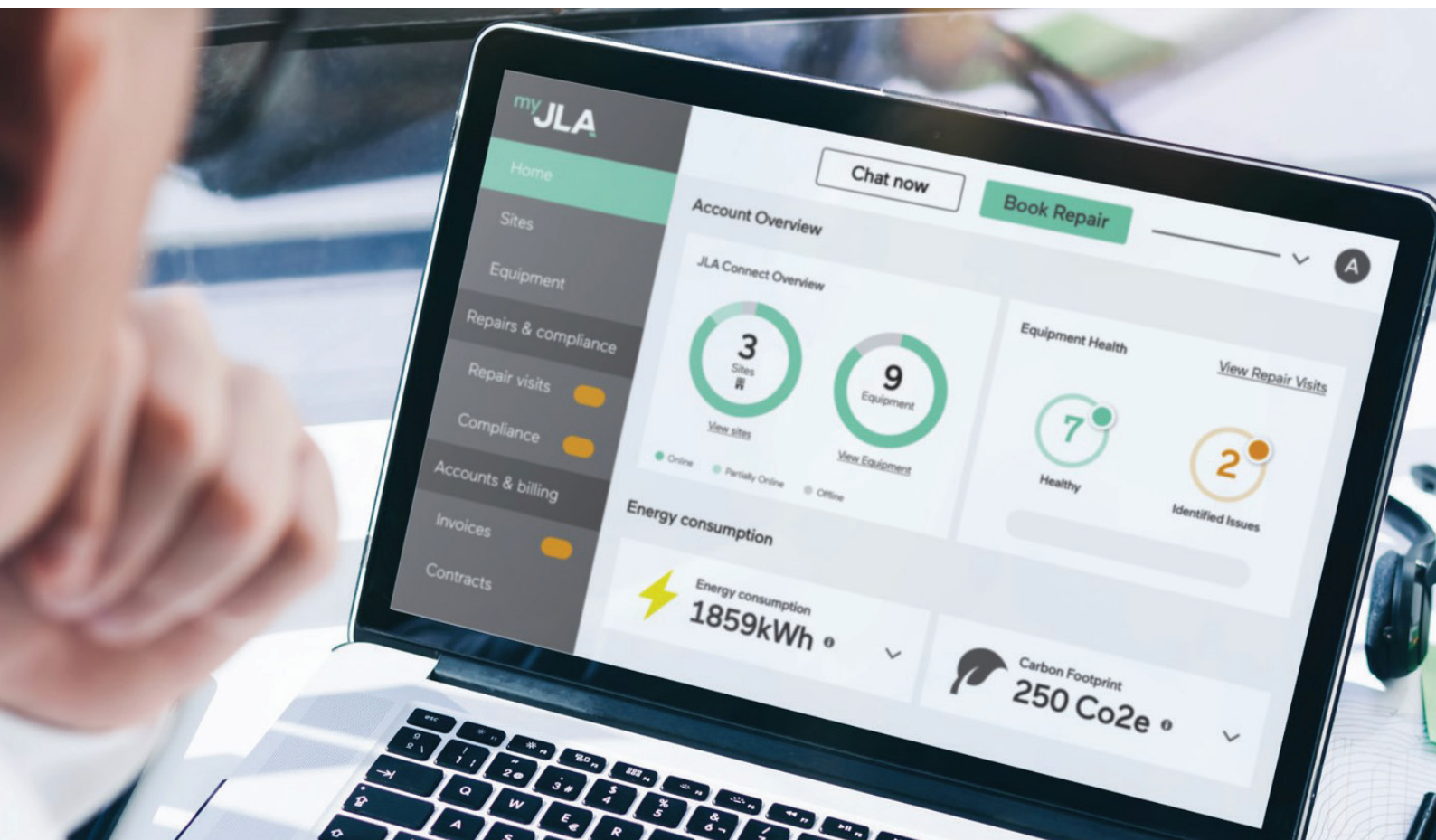
Having launched our flagship MyJLA and JLA Connect propositions in 2022, and in January 2023 we launched our digital detergents proposition. For the first time, customers can buy detergents online through MyJLA, at a time that suits them. This proposition has been further enhanced by detergent subscriptions, which make ordering and delivery smoother than ever. Customer feedback is positive and uptake has grown consistently, including an increase in average basket size since launch.

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

Following the launch of our web-enabled customer portal MyJLA last year, we've recently celebrated 2,000 customers signing up for the portal, meaning we're well on track to achieve our target for customer sign-ups. MyJLA 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 connect with our experts, find easy fixes straight through the portal, or book an engineer.

Alongside MyJLA, we continue to roll out JLA Connect, which enables us to connect remotely to the machines we maintain, and monitor their performance in real time. Since launch, we've continued to develop JLA Connect's functionality, improving first-time fix rates, reducing engineer time on site, and reducing the cost to serve for connected assets. What's more, we're working on the platform's ability to predict machine faults before they happen, which will further reduce downtime and improve customer experience.

Beyond these innovations, we have an exciting roadmap of digital propositions.



Our people

Our business is powered by our people – they're the driving force behind all we do. It's why we continue to invest in them, and proudly uphold our core values of Care, Commitment and Collaboration.

As the cost-of-living crisis continues, we're supporting colleague wellbeing in a number of different ways, while rewarding our people for the great job they do. Recent interventions include one-off financial awards for all colleagues below senior leadership levels, to a tiered annual salary award that gives higher salary increases to lower paid colleagues.

Beyond financial reward, however, we understand that successful business comes from looking after your people holistically, so here at JLA, we really do "take care of it".

The impact of the cost-of-living crisis has affected people in many ways, with an adverse impact on mental health. To help counter this, we've strengthened and re-publicised our support network of Mental Health First Aiders, which complements JLA's Employee Assistance Programme.

Suicide is the biggest killer of people under the age of 35, and the biggest killer of men under the age of 50. To illuminate these shocking statistics, we recently invited Stuart Bratt (former JLA Field Service Engineer and founder of charitable organisation "Tough Enough to Care") to present to JLA colleagues on the subject, and highlight all support available.

Following the successful launch of our Equality, Diversity & Inclusion (EDI) Policy in 2022, our EDI Partners continue to lead initiatives that are close to the hearts of our people. Over the last six months, we've delivered workshops to c.170 line managers across our business, and posted the content of these workshops to our internal learning platform, available to all JLA colleagues. This has now received 450 views, building stronger awareness across the business.

We've also increased awareness of mental health (marking Mental Health Awareness Week in May), Pride (linked to Pride Month in June) and this September's National Inclusion Week. The launch of our Menopause Support Group in 2022 goes from strength to strength, and now provides a monthly forum to help support and educate all colleagues to reduce the stigma of menopause. Our approach to EDI is simple – we want to create a culture across our business where people feel able to bring their whole self to work, and to feel valued for what they do and who they are.

Working at JLA is more than just a job, it's a community. Even before 'day one', we make sure people feel welcomed and part of what we do. We've recently introduced a new Onboarding Portal to help bridge the gap when people leave one job and start another. The portal provides all the information new colleagues need about JLA, and sets the tone for what they can expect from us as their new employer.

Elsewhere, we've introduced paid volunteering days to allow our people to get involved in giving back in some way to the communities we work in. We've seen colleagues planting trees at Colliers Wood in support of Forestry England; people attending "The Big Bradford Bulls Sleepout"; and others taking on the "Yorkshire Three Peaks Challenge", which raised much-needed funds for our nominated charity, Focus4Hope.



Our environment, social and governance (ESG) strategy

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.

Having developed our ESG strategy in the previous financial year, in the period to April 2023 we have continued to execute that strategy. Key highlights include the launch of our first series of fully electric vans into the Fire and Security and HVAC fleet. This launch marked a huge step forward as the majority of our direct carbon emissions are associated with the combustion of diesel and petrol used for transport purposes.

The transition to electric vans is challenging given the mileage and weight demands for our vans, the charging infrastructure and the technological limitations, but JLA continues to react quickly to the ever-changing landscape and embrace the technology where appropriate. Along with our “electric-only” policy for company cars, the launch is another step to achieving a fully electric fleet across all vehicles.

We intend to publish our first Sustainability Report later in 2023, and 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 of directors 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.

There have been no changes to our board members in the six months to 30 April 2023.

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 the 2022 Annual Report. Our principal risks and uncertainties remain largely unchanged from those disclosed in the Annual Report.