

A vertical graphic on the left side of the page showing a dynamic splash of water with many droplets and ripples, set against a dark, blurred background.

Servicing and innovating for a **sustainable** world

Sustainability Report 2024

JLA

Key sustainability highlights 2024



Caring for our customers

Helped customers reduce their environmental impact

8.5million kWh
reduction in energy

- **280 million litres** of water saved by using our OTEX ozone washer system
- **JLA Connect** continues to monitor and fix more equipment remotely, reducing engineer visits/travel and pre-empting downtime



Caring for our people

Continuing our commitment to diversity, equity and inclusion

9 I&D Partners
appointed to promote this important topic

- **20%** C-suite gender diversity
- **12% reduction** in time lost due to injury, demonstrating commitment to colleagues' health and safety
- **Gender pay gap 19%** (2023: 20.8%)



Caring for the environment

Improved JLA's operational efficiency

27% reduction in operational
carbon intensity (tCO2e/£m revenue)
since the last Sustainability Report

- **9% reduction** in scope 1 & 2 emissions since 2023
- **99% of company cars** fully electric or hybrid
- **93% of electricity** needs provided from renewable energy sources



Caring for communities

Our approach to community support continued through 2024 and will remain a focus

Highlights include:

- Supporting charities and food banks. Donating equipment to refugees.
- **Gifting £100k** of our apprenticeship levy to support skills development
- Continuing our 'Make a Difference' initiative, giving our staff one day off per year to volunteer in their community

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 organisations across 55,000 sites across the UK, Ireland and the Netherlands.

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

JLA has 14 locations across the UK, Ireland and Netherlands, with the headquarters in Ripponden, West Yorkshire. Following acquisitions and organic growth, our group of companies now employs over 1,100 people, including 450+ engineers.

Sustainability underpins our strategy and core values. We are committed to growing our business in a way that takes care of our people, customers, planet and communities.

55,000

sites served

14

locations

1,100

employees

450

engineers





Ben Gurjal
CEO

In 2024, we set a target to reach net zero by 2040 – a step that’s already driven a 9% reduction in scope 1 & 2 CO2 emissions versus 2023. At the same time, we’ve continued to deliver for people, customers, and the environment, all while supporting local communities and investing in social value through apprenticeship funding. We look forward to making further progress in 2025.

JLA’s 2024 progress in perspective

As I reflect on another year of progress, it is clear to me that sustainability has never been more central to JLA’s vision to be a trusted partner to the communities we serve. Whether it’s electrifying our fleet, or supporting groundbreaking work to reduce microplastics, our strategy is making sure we are better prepared than ever for a sustainable future.

Throughout 2024, we continued to make good on our promises to grow our business in a way that takes care of people, customers, the environment and our communities. We have not only delivered more equipment for energy-saving performance, safety and comfort, but introduced new ways to support our staff and contribute meaningfully to the places where we live and work.

One of the year’s biggest steps forward was setting ourselves a new target to reach net zero by 2040. This ambition has already driven a 9% reduction in scope 1 & 2 CO2 emissions versus 2023, and reshaped our approach to everything from procurement to research. Initiatives include a collaboration with the University of the West of England, with whom we are developing a commercial-grade washing machine filter to capture microplastic fibres at source.

Elsewhere, we continue to invest in our people, creating a culture that fosters true inclusivity and diversity. It is why I am proud that, for another consecutive year, we are reporting a reduction in our mean gender pay gap from 20.8% in 2023 to 19% in 2024. While there is more work to do, we are pleased that our targeted actions are having an impact.

Alongside this, we expanded our investment in social value by transferring our apprenticeship levy to support training for key positions – and improve future standards – across our key social sectors. This included donating £56,000

in apprenticeship levy to Bright Horizons, funding the next generation of childcare through eight Early Years Educator Level 3 apprenticeships.

We also remain committed to proactively supporting our local communities by giving JLA colleagues a dedicated day for volunteering. Over the last 12 months, our people have taken part in stable painting for HAPPA, the equine welfare charity; fundraising hikes for Alzheimer’s research and hospice support; and local park maintenance.

As ever, I thank JLA colleagues, customers and stakeholders for joining us on this journey, and look forward to partnering with you to further our progress on sustainability throughout 2025 and beyond.

“Our strategy is making sure we are better prepared than ever for a sustainable future.”

Materiality assessment

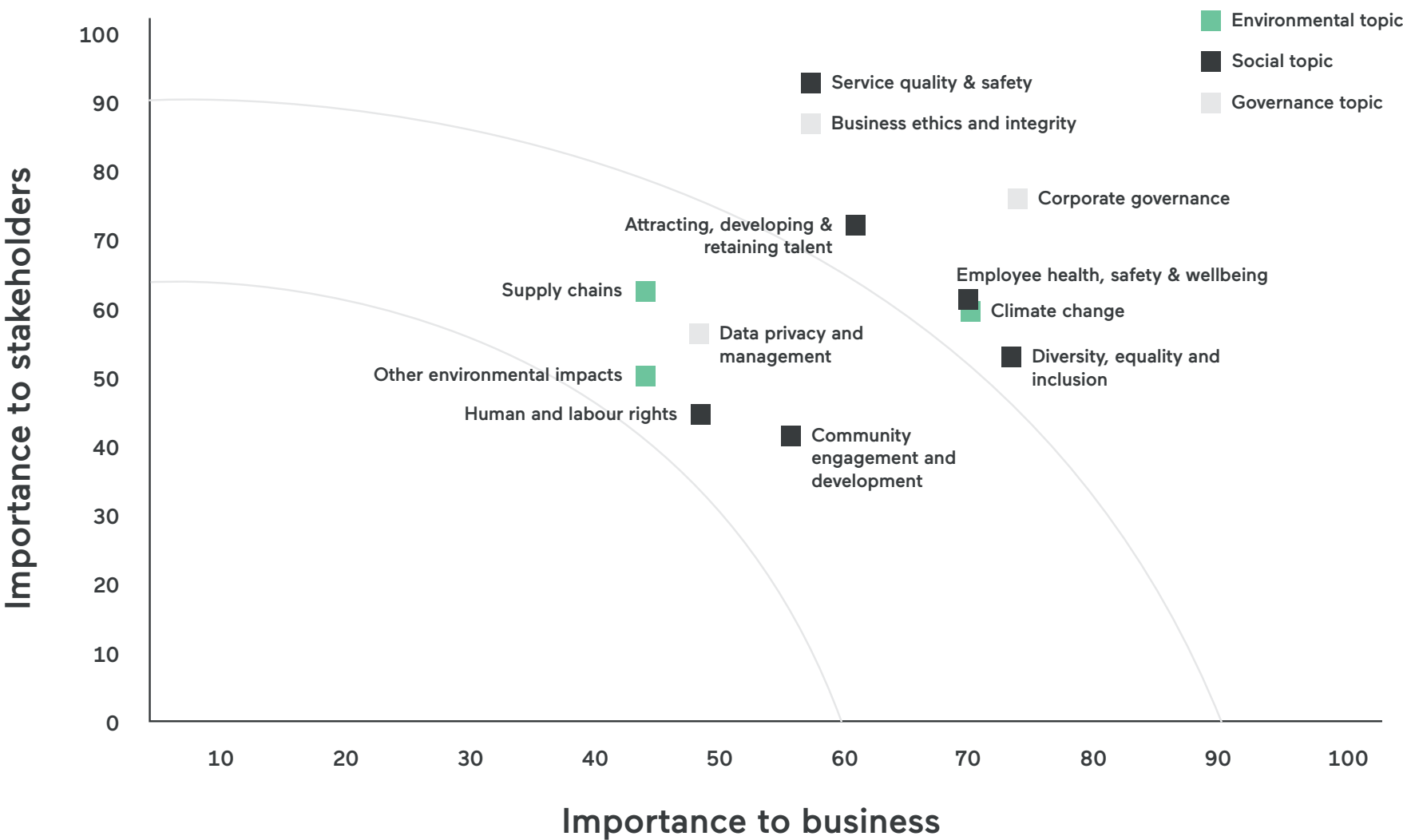
Sustainability continues to be a core strategic priority for JLA, driven by insights from, and discussions with, our stakeholders.

In 2022, we carried out a large-scale materiality assessment to make sure we could identify and respond to the sustainability topics that matter most to our stakeholders. The work included a survey of employees, supply chain and charity partners, and interviews with investors, customers, and JLA’s Chair. The findings of that assessment are still valid for 2024.

The matrix opposite reflects the outcomes of that materiality assessment, which remains the foundation of our ongoing strategy and actions.

Seven topics across environmental, social, and governance represent the highest priorities, with service quality and safety most important, closely followed by strong corporate governance and business ethics and integrity.

JLA’s materiality topics



JLA’s most important sustainability topics



Climate change



Service quality and safety



Attracting, developing and retaining talent



Employee health, safety and wellbeing



Diversity, equality and inclusion



Business ethics and integrity



Corporate governance

Our sustainability vision

At JLA, we are committed to growing our business in a manner that ensures we take care of our people, customers, planet and communities.

We aim to have a positive impact and contribute to an inclusive, safe and sustainable world by providing services in a socially and environmentally responsible and ethical way. The vision outlined opposite reflects our ambition to improve the sustainability of JLA’s customer offering, operations and supply chain.

Our sustainability strategy was developed by JLA’s Executive and approved by the Board. We will continue to develop it and report on our progress.

JLA’s Vision

To continually evolve the business in a way that ensures JLA takes care of people, customers, the planet and community.



Caring for our customers

Ambition

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

Focus areas

- Service quality and safety



Caring for our people

Ambition

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

Focus areas

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



Caring for our environment

Ambition

Be active stewards of the environment, improving sustainability performance to achieve our new net zero target of 2040.

Focus areas

- Carbon emissions and climate change
- Supply chains
- Other environmental impacts



Caring for our communities

Ambition

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

Focus areas

- Human and labour rights
- Community engagement and development

Operating with integrity

Ensure the business operates in an ethical and responsible way by acting with integrity and good governance in all that JLA does

Business ethics & integrity

Corporate governance

Examples of our sustainability strategy in practice

Caring for our customers



Reducing microplastics in partnership with the University of West England

Seeking new and innovative ways to reduce our carbon footprint and improve our users' experiences, our research and development teams continued to innovate in 2024. A key project saw our Circuit teams partnering with the University of West England to develop a commercial grade washing machine filter that stops microplastic fibre pollution at its source.

The project created a unique opportunity for JLA's teams to collaborate in meaningful ways with many of Circuit's end-users. The students' involvement has enhanced their ongoing studies and given them an opportunity to be involved in the design, testing and launch of a laundry technology that will reduce harmful microplastics and actively benefit the environment.

Caring for our people



Developing Talent

During 2024 we continued our commitment to attracting, developing and retaining talent with a number of initiatives. We continue our apprenticeship programme, with 45 apprentices across multiple areas of the business. We have developed bespoke induction plans for various functions to ensure people can quickly get to grips with their new roles and understand where this fits in the overall business, including a newly developed Sales Academy, which provides new recruits with 5 weeks of training and a comprehensive, well-structured framework to support their future success.

Finally, we continue to invest in our managers and have launched a series of training modules aimed specifically at our management population. This Manager Development Training aims to provide training on core people management activities, designed to support managers through the whole range of activities that their role as managers will require.



Caring for our environment



Reducing our carbon emissions

We have made good progress on our targets to source energy from renewable sources and to transition our company car fleet to EVs since our last Sustainability Report. We are pleased that 99% of our company car fleet are now EVs, which is a fantastic achievement and a demonstration of not just the corporate commitment to our ESG goals, but also that of our colleagues. We remain committed to transitioning our van fleet to more sustainable vehicles, and recognise that our progress depends on the rate of technology and infrastructure development, particularly charging stations. We have already deployed mild hybrid vans into the fleet and will continue to monitor the electric van market for suitable vehicles that meet our needs.

Back in 2022 we took the decision to source our energy from renewable sources where possible and have made good progress against our FY30 goal to source 100% of our electricity from renewable sources. By the end of 2022 we had made real progress, agreeing a renewable energy contract with a new partner, resulting in 74% of our electricity needs coming from renewable sources. By the end of 2024 we have now increased to 93% of our electricity coming from renewable sources. In addition we have prepared our ESOS Action Plan, which sets out the actions we will take over the next two years to further reduce the energy consumption associated with our buildings.

Caring for our communities



Investing in the future of care through apprenticeship levy donations

As part of our commitment to creating social value, we were proud to use our 2024 apprenticeship levy to help fund essential training across the care sector.

We gave £49,500 of our apprenticeship levy for training and development at Berkley Care – a top UK employer focused on developing and promoting individuals from within. Completed through our partnership with training provider Lifetime, this levy transfer has funded adult care, chef and personal training apprenticeships, and will help Berkley continue to maintain their high standards of care in the future.

We also donated a total of £56,000 to Bright Horizons, which will help to fund the next generation of childcare through eight Early Years Educator Level 3 apprenticeships.



People

This section describes JLA’s I&D strategy as well as nurturing talent.

Topics Covered	
	Employee Wellbeing
	Developing Talent
	Equality, Diversity & Inclusion

Employee Wellbeing

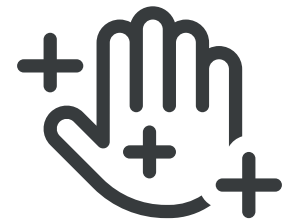
The wellbeing of our colleagues is key to our success. Our business is powered by people, and so it’s in our best interests to ensure we take care of them, and provide an environment in which they can thrive, and give their best to our customers – day in, day out. Our approach to the wellbeing of our colleagues is multi-faceted, with a focus on financial, mental and physical wellbeing. We support our colleagues in these areas with various resources, including information on:

Financial Wellbeing – home to our ‘Benefit Hub’, Financial Guides, Advice & Tools and Pensions & Life Assurance. 2024 saw us implement a salary sacrifice pension scheme, enabling colleagues to benefit from the resultant tax savings. Coupled with this we hosted a webinar for our colleagues on the pension landscape, and why it is important to save using a pension scheme. The webinar was very well attended and there was a huge amount of engagement, demonstrating the importance of this topic to our colleagues.

Mental Wellbeing – containing information on our Employee Assistance Programme (EAP), and our internal network of Mental Health First Aiders. In 2024, we invested in providing further mental health first aid training and now have a network of 16 qualified Mental Health First Aiders across the business. The EAP is regularly used by our colleagues for a range of requirements, ranging from booking GP appointments to free physiotherapy and counselling sessions.

Physical Wellbeing – including information on our popular ‘cycle to work scheme’, eyecare vouchers and gym information (free to use gym on site at Ripponden and discounted gym membership for all colleagues nationwide).





Developing Talent

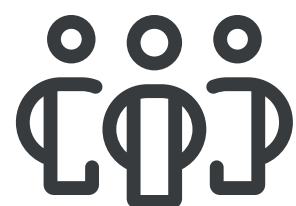
Our business never stands still, and the same is true for our approach to developing talent. We firmly believe that we have a duty to provide development opportunities that enable everyone to be the best they can be.

We currently have 45 people on apprenticeship programmes across multiple areas of the business, and in different roles. 24 of these are engineer apprentices, colleagues who are new to the world of work, and who choose to combine study with practical application allowing them to earn a wage as they aim to achieve a recognised academic qualification. The remaining 21 apprentices are existing colleagues who have registered an interest in developing themselves, and are again working towards recognised academic qualifications.

We have a comprehensive Onboarding Programme for all new colleagues, providing them with the best start possible in their JLA career. Bespoke induction plans are also implemented to ensure people can quickly get to grips with their new roles and understand where this fits in the overall business. From sales skills training; product knowledge; customer service skills; leadership & management development programmes; accredited apprenticeship programmes, our L&D colleagues are kept busy ensuring we maximize the capability of all colleagues.

Mentoring is another area we have developed in 2024, encouraging colleagues to build mutually beneficial 1:1 partnerships within the business. 'Mentors' are partnered with 'Mentees' to help share their knowledge and experience – not just from a JLA perspective, but from what they have learned across their working lives. Mentees get to work with people from different areas of the business which, in addition to supporting with their development, also provides excellent opportunities to build their network. We currently have 41 mentoring partnerships working across the business.

We have also launched a series of training modules aimed specifically at our management population. 'Manager Development Training' aims to provide training and development on core people management activities. There are currently 6 modules covering 'onboarding' through to 'employee wellbeing' with 258 colleagues attending one or more of these.



Inclusion & Diversity

Since the introduction of our Inclusion & Diversity (I&D) policy in 2022, we have continued to make progress in this important area. We recognise the positive impact a diverse workforce can bring to our business – different perspectives, experiences and outlooks can be extremely powerful in terms of our thinking and decision making.

In 2022, we created the role of “I&D Partner” – where colleagues from all walks of life within the business devote their time to focusing on initiatives to promote and educate this important topic. There are currently 9 I&D Partners, and the annual programme of activity is sponsored at C-suite level which ensures there is buy-in at the highest level within our business.

Some of the activities the team covered in 2024 included:

Preventing sexual harassment in the workplace

We launched a new policy on this subject and developed an e-learning module which was rolled out across the business for mandatory completion. This has also been built into our Onboarding Programme to ensure all new starters go through this training.

Unconscious bias

One of the 6 modules developed as part of the ‘Manager Development Training’ is devoted to ‘Recruitment & Onboarding’. Within this module, there is a section on unconscious bias, designed to educate all JLA hiring managers on what to be aware of and help improve overall selection decisions.

World Mental Health Day

The mental wellbeing of our colleagues is one of our key priorities and in 2024 we invested further in mental health first aid training. We also continued our partnership with Tough Enough to Care, a charity tackling stigma and promoting positive conversations about mental health, to deliver a series of presentations, highlighting the support available to

people who may need it. Founder and CEO, Stuart Bratt, is a former JLA Field Service Engineer so he has a real insight into our business. Suicide is the biggest killer of under 35s and of men under 50 and so our focus this year was on men’s mental health (particularly as we have a significant male population of field based engineers who can spend many hours per week driving alone to various customer locations). Stuart and his team spent two days on site at our Head Office running sessions (for all colleagues) on:

- Breathing Techniques
- Mental Health Journaling
- Mental Health Dialogue

Stuart also ran a webinar for all JLA colleagues to attend on World Mental Health Day to help shine a spotlight on the subject and provide help and support to those who may need it.

“We all should celebrate inclusion and diversity (I&D) as it is essential to create a thriving workplace where everyone feels valued, included and empowered. Because we acknowledge and support people at JLA – we bring in unique perspectives of each person. The knock-on effect is a more collaborative, innovative, and productive environment. When recognising people as individuals, rather than just numbers, this leads to better retention, overall success and a happier work force.”

I&D Partner Claire Moss

Climate disclosure

This disclosure is made in alignment with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and covers the JLA Group (JLA Limited and JLA Total Care Limited and each of its Group companies) for the calendar year ended 31 December 2024.

JLA recognises that alignment with the TCFD recommendations is important for the business, and that there is growing interest among key stakeholders to increase the pace and scale of the transition to a low-carbon economy. In the sections below, we explain JLA’s alignment to the pillars of TCFD: governance, strategy, risk management, and metrics and targets.

Governance

JLA has established processes and structures for sustainability that align its governance to the TCFD recommendations.

JLA’s Board and management team are the Company’s highest governing bodies. They are responsible for the strategic direction of the organisation and the effective monitoring of sustainability and climate change performance. Ben Gujral, CEO, has responsibility for sustainability and climate-related topics, and the Board receives relevant reports on these matters on a regular basis.

JLA’s management team is responsible for the strategic and operational leadership and management of the business, and its subsequent management of climate-related financial risks and opportunities.

Strategy

We recognise that the products we provide have typically been high consumers of energy and water. Energy consumption and related costs and carbon emissions are now critical considerations for many of our customers and will be central considerations to the transition to a lower carbon economy. The ability of the Company, through its products and services, to support customers to reach their own climate-related targets and regulatory requirements has been identified as the principal risk. Conversely, the Company is well positioned, through its role as a provider of critical equipment, to support customers through the provision of energy efficient and low carbon service solutions.

In recognition of the demand from customers, and the role JLA can play, we are continuing to transition towards the low carbon economy by developing our product proposition to include products and services that support lower carbon emissions and help customers to operate more efficiently.

JLA also recognises that the physical impacts of climate change may affect its suppliers’ ability to provide products and parts from their own global supply chains.

We are occasionally affected by weather-related disruptions which have the potential to impact the services we provide to customers. However, due to our national coverage, we are able to promptly respond in such instances.

Climate-related risks and opportunities have been considered in JLA’s strategy and financial planning to minimise potential risks and maximise opportunities.

We have considered climate-related issues within our commercial and sustainability strategies, specifically relating to:

- transitioning the Company’s transport fleet to electric vehicles which spans across company cars and vans;
- reducing the number of miles travelled by engineers between sites by deploying real time scheduling and dispatch software;
- offering customers low carbon products, including heating solutions such as air source heat pumps; and
- extending product life with replacement parts and repairs.

The Company, through our close relationship with many customers, continues to track changes in the appetite for our products and services and the effect which the transition to a low carbon economy may have on customer preferences.

We have not yet reviewed our strategy to take into consideration different climate-related scenarios.

Risk management

JLA’s risk management policy is aimed at striking the best balance between maximisation of business opportunities in the context of the Company’s strategy, and managing the risks involved.

We identify and monitor climate-related risks using the existing enterprise risk management framework. Climate-related risks are considered to be emerging risks to the business rather than principal.

There is recognition that shifts in customer needs and emerging climate regulatory requirements may require JLA to understand the operational impacts to make changes to existing processes, including the existing portfolio of products and services. We will consider whether further management measures are required for the climate-related risks and opportunities for alignment with TCFD.

Metrics & targets

The main metrics we use to monitor climate change risks and opportunities are GHG emissions metrics, including emissions from Scope 1, Scope 2 and Scope 3 which are being reported in accordance with requirements of the UK Streamlined Energy and Carbon Reporting (SECR) legislation.

We are actively working to reduce emissions across our operations. In particular we have entered into contracts to source the majority of energy used to heat and light buildings from renewable sources. JLA aims to set ambitious targets to continue to decarbonise and will develop a roadmap to clearly define the future expectations of the business to continue to develop its approach to managing climate change issues.

Data annex

Greenhouse gas (GH) emissions

	2024	2023
Scope 1 [tCO2e]	3551	3509
Scope 2 - location based [tCO2e]	244	270

Energy

	2024	2023
Natural gas [tCO2e]	52.89	59.26
Liquid fuel [tCO2e]	13.41	8.4
Fleet activities [litres]	1,393,300	1,106,314
Electricity [kWh]	1,177,551	1,345,565
Purchased green electricity [kWh]	1,071,243	1,007,052
Emissions intensity scope 1 and 2 per £1m revenue	19	20

Employees & Diversity

	2024	2023
Total number of employees	1068	1057
Permanent contracts (%)	98%	99%
Temporary contracts (%)	2%	1%
Full-time employees (%)	92%	92%
Part-time employees (%)	8%	8%
Female Board Members (%)	20%	20%
Female employees (%)	33%	33%
Ethnically diverse employees (%)	16%	16%
Staff turnover rate (%)	17%	22%

We recognise the importance of measuring our scope 3 emissions and plan to do this going forward for the purposes of the NHS Evergreen Assessments and our associated Carbon Reduction Plan. We have previously measured scope 3 emissions in the context of our Total Care propositions and we recognise that they constitute the largest proportion of our emissions. Scope 3 emissions are within the scope of our net zero target.

Data annex

Health & Safety

	2024	2023
Number of days worked	271,905	268,941
Number of work-related fatalities	0	1*
Number of days lost due to work-related injuries	51	56
Lost Days Due to Injury (%)	0.02	0.02

Reported concerns and incidents

	2024	2023
Number of reported cases of child or forced labour in operations	0	0
Number of reported whistleblowing incidents	0	0
Number of anti-trust/competition incidents	0	0

*Occured on the way to work and not within JLA/Customers’ premises





Sustainability Report 2024

The information in this report provides an overview of the sustainability approach, activities and performance of the JLA Group for the calendar year ended 31 December 2024. The content of the report is based on the sustainability focus areas that have been identified as most material to the business. The report details the ways in which we deliver value across our focus areas and progress towards achieving our key targets.

JLA Group
Meadowcroft Lane
Ripponden
Sowerby Bridge
HX6 4AJ
JLA.com

JLA