



Interim update

APRIL 2025

JLA

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Important notice

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Who are we

**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 17 locations, including our headquarters in Ripponden. Following acquisitions and organic growth, our group of companies now employs over 1,100 people, including 460 engineers.

A brief history 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.

2019

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.

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.

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.

2023

JLA acquires Reliance

JLA acquires Irish laundry specialist Reliance to further enhance local service, support and sustainability standards across the Republic. JLA also opens a new centralised state of the art, 100,000 square foot warehouse in Sheffield.

2024

JLA goes international

JLA acquires Brodericks Bros (Ireland) and Laundry Total (Netherlands), strengthening international presence. We continued to expand our digital platforms, connecting our customers and giving them valuable insight to critical data to operate their business effectively.

2025

Investment in a new international digital platform for Circuit

Roll out of Circuit Go, a new digital platform to 2600 customer sites, covering 95%+ of the Circuit estate! We now have over 19,000 connected assets across the estate.

What we do

Across laundry, catering, 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.

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 government, facilities management, sport and leisure, leisure parks and hospitality markets.



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



Key statistics



22,000 customers



460 engineers



60,000 machines covered by Total Care



Over 1,100 employees across **17** sites



Over 19,000 connected assets



Over 4,250 myJLA portal users



Over 2000 machines serviced each day



"During our first half, we have continued to see double digit growth compared with prior year. We have also extended our footprint into Europe with acquisitions in Benelux and Ireland, as we look to move to the next phase of our strategy of replicating the JLA model outside of the UK."

Our Digital journey has gone from strength to strength, having tripled our number of connected assets. This momentum continues for the remaining year."

BEN GUJRAL | CEO

Trading update

Revenue growth for the six months ending 30th April 2025 was strong, up 13% 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.

Group revenue for the half year exceeding **£116m**.

Welcomed **125 new colleagues** to the JLA group, including continued investment in our commercial teams and **31 new engineers**.

Welcomed **Brodericks Bros & Laundry Total** into the group, as we expand our international presence and capabilities

Developed more propositions and solutions to support our customers, including a **cashless laundry payment solution** to meet the ever-changing needs of the Housing sector.

Issued our **2024 Sustainability Report**, including a 27% reduction in operational carbon intensity, a 9% reduction in scope 1 & 2 emissions and a transition of our company car fleet from internal combustion engines to electric/hybrid.

Accelerated the roll out of a new digital platform for Circuit

Accelerated our digital offerings with **19,000 connected assets**, **4,250 portal users** and the launch of digital detergent sales and subscriptions.



Delivering a new digital platform for Circuit



Significant investment has been made into the Circuit vend share operating platform; known as Circuit Go. To date 71% of installations have taken place and the Circuit estate will be fully upgraded by the end of the financial year. Circuit Go offers a number of benefits compared to the existing operating platform:

Improved Customer Experience:

- User experience built around ease of use
- Increased platform stability and resilience

Frictionless Payments:

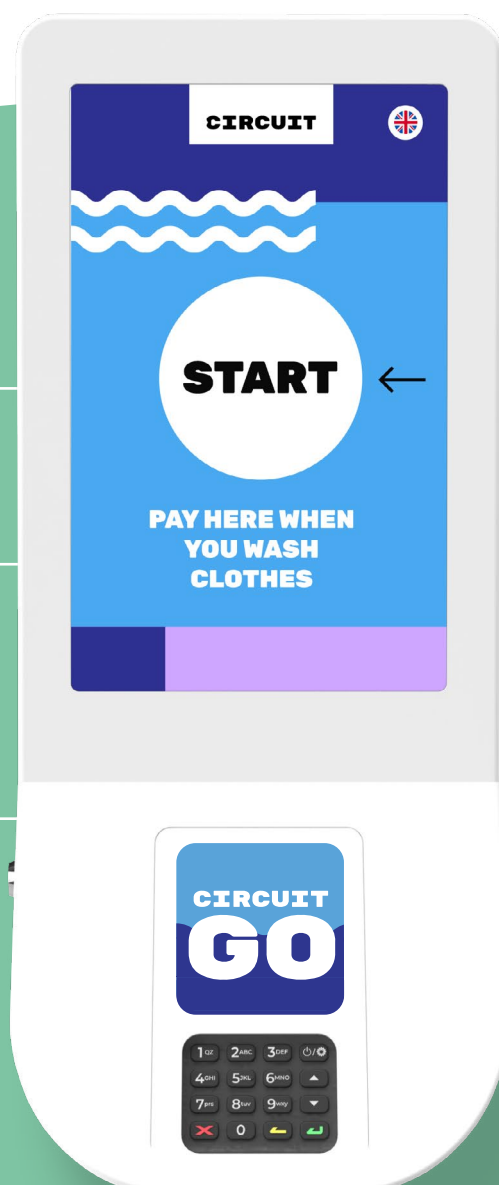
- Introduction of 'tap and go' payment

Improved operational performance:

- Driving operational benefits through data insights received from the asset base
- Lower volume of fault calls

International Ready Platform:

- Provides a platform for future growth into new markets including International. As a part of the roll-out of Circuit Go, we have also used this opportunity to upgrade the Circuit Estate to JLA Connect, supporting enhanced remote monitoring and diagnostics





Our people

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. 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.
Mental Wellbeing – containing information on our Employee Assistance Programme (EAP), and our internal network of Mental Health First Aiders. 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).

Our business never stands still, and the same is true of 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 have a comprehensive onboarding programme for all new colleagues, providing them with the best start possible in their JLA career.

We have a number of people on apprenticeship programmes across the business and this year saw x no. of apprentice engineers complete their apprenticeships and qualify as fully fledged engineers.

Mentoring is another area we have developed, encouraging colleagues to build mutually beneficial 1:1 partnerships within the business that enables colleagues to benefit from more senior colleagues experiences from a more broader cross-section of the business and supports colleague development further.

We have also launched a series of training modules aimed specifically at our management population. "Manager Development Training" aims at providing training and development on core people management activities. There are currently 6 modules covering "onboarding" through to "employee wellbeing".

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 AREAS

- Service quality and safety

Our people

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

The environment

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

FOCUS AREAS

- Climate change
- Supply chains
- Other environmental impacts

Communities

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

FOCUS AREAS

- Human and labour rights

In the six-month period to 30th April 2025, we've continued to execute this strategy.

Key highlights include:

One of the year's biggest step forwards 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 vs 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.

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. We are now at **93% of our electricity coming from renewable sources**.

99% of our car fleet is EV or hybrid and we have been shortlisted for the **Excellence in Sustainability Award at the Annual Facilities Management Awards UK 2025** for our work in transitioning to a more sustainable company car fleet.

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 donated £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.

Governance

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 2024 Annual Report. Our principal risks and uncertainties remain largely unchanged from those disclosed in the Annual Report.



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

