



THE SOUTH WEST'S LEADING LINEN & LAUNDRY **PROVIDER**

Providing exceptional Hotel, Restaurant and
Kitchen Linen and Laundry Services across
Cornwall and Devon.



JOHNSONS

Hotel, Restaurant & Catering Linen
by **South West Laundry**

www.johnsons-southwest.co.uk



Welcome

Johnsons South West Laundry started providing laundry and linen hire services to hotels and restaurants on the South West peninsula in 1996. The principles of the business then were the same as they are now - provide great laundry products to customers, wash and press them to a high quality and return them on time.

The business has grown successfully in the last 25 years and many things have changed in that time, but the fundamentals of the business have not. We aim to be the industry leader in service delivery and product quality.

That is why we survey our customers every year; to discover what improvements need to be made to achieve world class customer satisfaction on a consistent basis. You can see more about our customer survey results on page 23.

Communication and service response is key, and we are available to talk to you by phone or on email at any time. If you go to our website you'll find contact details for all of our management and service team.

We have developed a product range that is both traditional and contemporary and service methods that complement and enhance our customers experience.

Finally, we look forward to being of service to you in the future.



Donald Smith

Donald Smith
Managing Director

t. 07771 874383 e. donaldsmith@jsg.com

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South West Laundry

Has been providing linen hire and laundry services to the hospitality industry across Cornwall and Devon for 25 years.

Now part of the Johnson Service Group PLC, we continue to offer affordable locally-based linen rental and commercial laundry services to help keep your business running smoothly and your customers happy.

With millions of visitors enjoying the beaches and countryside of the South West each year, we understand that hospitality businesses need dependable suppliers who can respond quickly and adapt to seasonal changes with no fuss. Our exceptional standards of service, reliability and quality mean you can count on us all year round, without being tied into long term contracts. If you ever need to get in touch, our friendly team is available by phone or email, ready to deal with your query quickly and efficiently.



Quality, service & expertise



Located in St Erth and Redruth, we offer a wide range of linen rentals and expert laundry services to keep every item spotless. Our clients include hotels, restaurants, guest houses and other holiday accommodation, who trust us to supply high quality chefs' jackets and trousers, service cloths, spotless napkins, elegant table linen, crisp white bed linen, fluffy towels, luxury bathrobes, and more.

A fresh approach to linen services

We understand the hard work that goes into running a hospitality business - and that reliable suppliers are essential to keeping kitchens, hotels and holiday accommodation running smoothly day-to-day and throughout the year. That's why our goal is to provide a flawless linen service that's efficient, affordable and trouble-free.

Johnsons South West provides high quality linen and laundry services that are professional, innovative and quality assured. Whether you're managing a large establishment or setting up a family-run holiday rental of your own, we're here to support you.

Quality control

Our stock goes through meticulous quality control checks to ensure you receive the highest quality bedroom, restaurant and kitchen linen. Fully trained staff are always on the lookout for stains, holes, creasing and fading, also ensuring that the linen is packed and stored in the right way to avoid creasing.

We're continually investing in new stock, to ensure you get the best quality possible.

Flexible contracts

Our flexible contracts allow you to manage your stock according to your needs and requirements whilst being able to keep a close eye on your costs.

High quality service

From our drivers and factory operatives, to our service staff who you can reach by email or phone, everyone in our team prides themselves on providing a first class service. Our employees generally stay with us for the long-term, so they understand our business well and use their knowledge and expertise to keep our business, and yours, running smoothly.

Flexibility and free exchanges

The hospitality industry is ever-changing, and we appreciate the need for flexibility in our services. We hold a large stock, so you can increase and decrease your order levels as you need to, throughout the year. If you're planning a special event or need an order changed unexpectedly for any reason, our customer service team will be happy to make adjustments to meet your needs.

Investing in our environment

We're committed to reducing our impact on the environment, and continuing to find ways to make our operations more environmentally friendly. Read about our latest developments.

For more information about the work we do to reduce our environmental impact, please see page 24.

Customer survey

We aim to be the industry leader in linen rental and laundry services. This is why we employ the leadership factor www.tlfresearch.com to survey our customers for their honest feedback every year.

Your experiences and comments enable us to improve our products and services for all our customers.

For more information about our customer survey results, please see page 23.



Luxurious linens

FOR SWEET DREAMS

Whether your guests have come for a relaxing break or a coastal adventure, luxurious bedding and towels provide welcoming comfort and the reassurance that you care.

Our high quality bed linen and thick, fluffy towels are suitable for every type of accommodation from boutique hotels to cosy holiday cottages. Based in St Erth and Redruth, we provide flexible and reliable pick ups and deliveries throughout Devon and Cornwall.



“

“We cannot thank South West Laundry enough for their help and support. They have gone over and above to ensure we have been able to support the patients, carers, relatives and health professionals who use our Hospital Hotel. Everyone from the delivery team to the back office support are always polite friendly and helpful which makes such a difference. Thank you all.”

Liz and Michelle
Hearts Together

”



HOTEL BED LINEN



Classic Range Bed Linen

Available in plain sheets single to superking size and duvet covers with 2cm Satin Stripe - single to superking size



Pure Luxury Range Bed Linen

Available in plain sheets and duvet covers single to superking size



Pillowcases

Available in classic range with 2cm Satin Stripe mock Oxford. Pure Luxury Range plain in Housewife and Mock Oxford

HOTEL LEISURE LINEN



Grey Spa Linen

Available in hand towel and bath sheet



Splash Towel



Leisure Towel

HOTEL BATH LINEN



Bath Linen 500gsm and 600gsm

Available in face cloth, hand towel, bath towel, bath sheet and bath mat



Bath Robe

Quality control

Our linen goes through quality control checks to ensure that all of our customers receive the highest quality products.





Give your Table

THE FINER TOUCH

For your customers, first impressions are lasting impressions. Your table linen plays a vital part in that, with quality, style and cleanliness setting the tone for what's to come.

Our range of restaurant linen includes contemporary and traditional style tablecloths and napkins to complement the aesthetics of your venue and give a pristine start to every meal.



“

“We have used South West Laundry for many years. Without fail they have supported us and our new ventures sometimes on short notice and have fulfilled our precise requirements professional, promptly and efficiently. We value their service and look forward to our future mutual cooperation.”

Nicole Thomas, Duty Manager
Carbis Bay Hotel

”

RESTAURANT TABLE LINEN



White Table Linen
with Satin Band



Black Table Linen



“We have been using South West Laundry as our linen supplier since 2012, we have always been impressed with the quality of the product and reliability of the service they provide.”

Matt Way, Resort Director
Gwel An Mor

For orders, call us on
01736 759 174

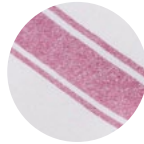
RESTAURANT SERVIETTES



Rustic Blue Napkin



Bistro Napkin



Rustic Charcoal Napkin



Medrite Grey





Fresh thinking

FOR CHEFS' WEAR

As the preferred supplier to many of the top kitchens in Devon and Cornwall, our kitchen linen services help your staff maintain a professional appearance on even the busiest days.

When it comes to chefs' whites and kitchen uniforms, we believe that hygiene, comfort and safety matter in equal measure. Johnsons' uniform range includes high quality white and black chefs' jackets, aprons and trousers, giving you plenty of choice and the flexibility to mix and match. And because we don't tie you into a contract, you can adapt our services to match your seasonal needs.



“

“The customer service we have received from SWL has been exceptional. The team has demonstrated their ability to adapt to our ever changing needs consistently. Nothing is ever too much trouble, with a friendly voice always on the end of the phone to help when required.”

Jane Simpole, Facilities &
Procurement Manager
Cornish Gems

”



KITCHEN LINEN

KITCHEN CHEF JACKETS



Gourmet Jacket

Press stud button, available in long or short sleeve the short sleeve style has a vented back.



Black Gourmet Jacket

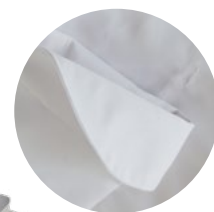
Press stud button, available in long or short sleeve the short sleeve style has a vented back.



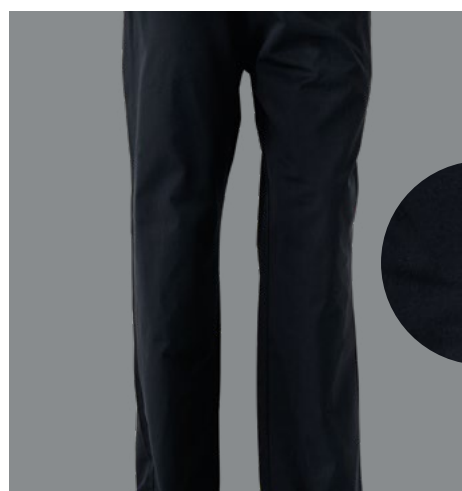
Executive Oxford Jacket

Available in long sleeve or short sleeve. removable stud button fastening, pen pocket on the left arm. Available in a fitted or relaxed style.

Currently available on a 2 year agreement.



KITCHEN CHEF TROUSERS



Drawstring Trouser

Black

POLO



Polo Shirts

Available in Black or Navy

KITCHEN APRONS



Waist Apron

Available in Black or White



Butchers Apron

Navy/White stripe



Bib Apron

Available in Black or White



Gourmet Apron

Available in Mocha



Gourmet Apron

Available in Olive



Gourmet Apron

Available in Slate

OTHER KITCHEN PRODUCTS



Microfibre Cloth



Oven Cloth



Tea Towel & Cloths

Kitchen, Glass and Waiters Cloths also available

For orders, call us on
01736 759 174

Johnson's commitment to you



We aim to make your experience with Johnsons South West as seamless as possible. Our highly trained and experienced staff are committed to providing you and your company or business with excellent customer service and support, all year round.

Customer liaison

Our friendly South West team will ensure that all your day to day queries are dealt with quickly and efficiently, from our base in St Erth and Redruth. If you'd like a visit from one of our team to discuss your requirements or for any other reason, please get in touch.

Reliable deliveries

Once you've set up your account, we'll deliver your linen on a regular agreed basis. Our drivers follow a schedule and route, so you can expect them to arrive at a similar time for each delivery. Of course, there are occasional traffic issues but we aim to deliver in a timely manner.

Expert processing

At Johnsons South West, we have the facilities and expertise to clean and service your linen to the highest standard. We have strict quality control measures in place and we're continually investing in new stock to ensure pristine linen, every time.

Effective stock control

We're committed to using the most up-to-date and effective methods of stock control to help keep your costs down and improve the quality of service we provide.

Ongoing service

During your first month of business with Johnsons South West, we'll give you a call to make sure you're happy with the service and are fully aware of all our procedures. Going forward, we'll call to ensure you're getting the most out of your order and are satisfied with the services you're receiving.

At our peak we
can process over
450,000
pieces of linen
a week

Set up your online portal account

Our online portal allows our customers to make their linen entries. It is accessible 24/7 to provide ease of use for our customers.



ACCOUNT DETAILS



PLACE ONLINE WASH TICKETS



LOOK AT PAST WASH TICKETS



DELIVERY DAYS

To set up your account visit my.johnsons-southwest.co.uk or call us on 01736 759 174

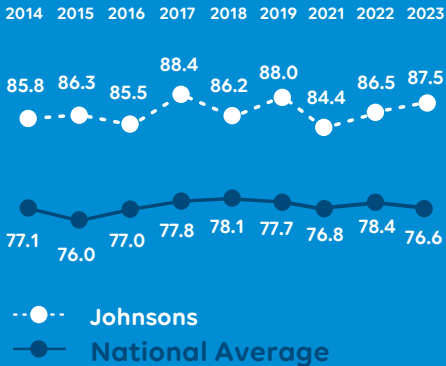


ANNUAL CUSTOMER SATISFACTION SURVEY

We aim to be the industry leader at delivering service and product quality. This is why we employ The Leadership Factor to survey our customers every year to discover what improvements need to be made to achieve world class customer service on a consistent basis.

OUR LATEST RESULTS

We scored
87.5 %
for customer satisfaction



DOING BEST WHAT MATTERS MOST

These are the areas that you told us were most important to you, that we will continue to improve on.



Response to your service compliant



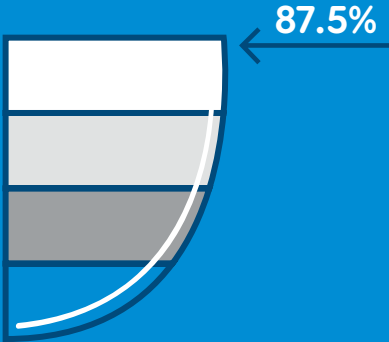
Completeness and accuracy of deliveries made



Suitability of products



The cleanliness of the goods delivered



Our most recent customer satisfaction survey gave us a TLF rating of 87.5 out of 100. This places us in the top quartile of business service delivery companies. The feedback we receive is used to target those areas that really make a difference to our customers – and shape the service you receive.

90.9% are satisfied or very satisfied with our performance



"The people in the office always answer the phone and any issues are dealt with there and then."

"All round I have found them a really amenable and friendly company to deal with."

"The communication from Johnsons is good and the staff are helpful."

"Our usual delivery driver is very polite, cheerful and we miss him when he isn't here."

SUSTAINABILITY

"We are tackling sustainability not because we have to but because it is the right thing to do."

Peter Egan
Chief Executive Officer of
Johnson Service Group PLC



Achievements at a Glance

- Achieved our 2030 target of 25% female representation at senior management level – we currently have 30%
- 56% of our waste is currently reused/ recycle
- Significant reduction in our carbon emission intensity rates (19% and 24% against revenue and weight processed respectively) when compared to our 2021 baseline
- Achieved some 10% reduction in both water usage intensity rates when compared to our 2021 baseline
- Successful completion of our first Employee Diversity Monitoring Survey
- Published a refreshed and updated Equality, Diversity and Inclusion (ED&I) Policy
- Determined the first group wide Waste Baseline
- Refreshed Employee Code of Conduct
- 76% of "High-Risk" Tier 1 suppliers audited
- Developed a new Supplier Framework and Guiding Principles
- Published our Sustainable Purchasing Policy
- £80,000 total Social Value from JSG charitable giving and community activities
- Delivered 129 Volunteering hours



This Years Objectives

By taking care of our Johnsons family and ensuring everyone feels that they belong we will deliver a first-class employee experience every day.

- Diversity Awareness Training
- Group Wide ED&I Strategy
- Review and Update Purpose, Mission and Scope of the Johnsons Academy



This Years Objectives

By continuing to demonstrate our integrity and commitment to responsible business practices we will position the organisation for future stability and growth.

- Group wide strategy for transitioning to sustainable materials across our product range
- Employee Code of Conduct training
- Roll out the new Guiding Principles for Supplier and Customer Conduct



This Years Objectives

By reducing our natural resource consumption and completing the transition to a fully circular approach for our operations, we will protect and enhance our environment.

- 40% of the Group company car fleet has transitioned to EV
- 5% reduction compared to 2022 performance across Scope 1 and 2 CO2e intensity
- 2% reduction of water intensity compared to 2022 performance
- Reduction of all waste to landfill by 5% based on 2022 baseline
- Reduction of plastics sent to landfill by 5% compared to 2022 baseline



This Years Objectives

By further understanding the communities impacted by what we do, we can form better collaborative partnerships to support them as they grow and develop.

- Formalise volunteering policy
- 500 employee volunteering hours to be completed during paid time
- Increase total amount to be donated (direct financial donations) by JSG to good causes to £120,000
- Full roll out of the new JSG Local Communities Initiative

A Responsible Business

Johnsons Local Communities Initiative and volunteering

In 2022 the Johnson Service Group launched The Johnsons Local Communities Initiative. This is a quarterly charity fund where each site across our business will donate £500 per quarter to a community cause or charity chosen by our employees. Recipients so far have included Dorset and Somerset Air Ambulance, Yeovil Heartbeat, Nightingale House Hospice Wrexham, BHive Community and many more.

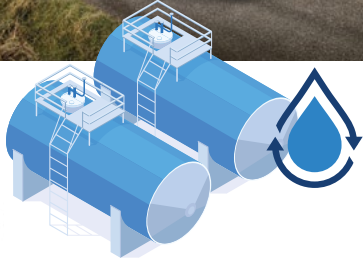
Our Local Communities Initiatives not only benefits the areas we serve but also enhances our employee morale, employee retention, increased employee satisfaction, better public relations, and a stronger connection with the local community.

Our business-community volunteer initiatives often stem from genuine engagement and understanding of local needs around our plants, fostering partnerships rather than just one-off acts of charity.

Our employees have volunteered at local foodbanks, painted fences at local schools, carried out gardening at local hospices and we continue to grow these relationships.



In 2023
Johnson Service
Group have donated
£181,901
to local good
causes



Running green

As part of our ongoing commitment to environmental sustainability and reducing our carbon footprint, we've introduced Hydrotreated Vegetable Oil (HVO) as one of our primary fuel source alongside Electric vehicles into our fleet.

By transitioning a significant portion of our delivery vehicles to electric and HVO models, we aim to contribute positively to our environment while ensuring efficient and reliable service to our customers.

The switch to electric and HVO will not only decrease our carbon emissions but also lead to cleaner communities where we operate. Additionally, this transition showcases our dedication to embracing cutting-edge technology to improve our operations while protecting the environment.

Advanced water recycling

We completed the permanent installation of groundbreaking water technology at our Shaftesbury site, building upon a successful pilot project. This innovative system significantly cuts down water consumption and discharge. Teaming up closely with our partner, we've discovered a way to recycle a staggering 95% of water used in our laundry processes.

Since implementation, we've consistently maintained a remarkable 70-75% recycling rate for process water at the Shaftesbury site. Encouraged by this success, we have introduced water recycling at our plant in Hayle and we're also gearing up to install a similar system at our new Crawley plant. Furthermore, we're actively exploring opportunities to introduce this game-changing technology across other sites.

For linen hire with the perfect blend of commitment and industry knowledge...

Meet your laundry **A-Team**



Jason James
General Manager
07485 362124
jason.james@southwestlaundry.co.uk



Jackie Costello
Sales Executive
07526 170 756
jackiecostello@southwestlaundry.co.uk



Lee Turner
Customer Services Manager
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lee.turner@southwestlaundry.co.uk



Mollie Fenton
Customer Service Advisor
01736 759174
mollie.fenton@southwestlaundry.co.uk



Hannah Dearing
Area Service Manager
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Hannah.Dearing@southwestlaundry.co.uk

NATIONAL ACCOUNTS TEAM



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Danielle Strong
National Account Manager
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daniellestrong@jsg.com



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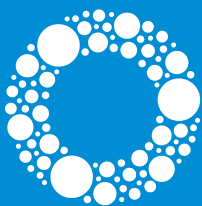
www.johnsons-southwest.co.uk

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Redruth

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TR16 4AX



JOHNSONS

Hotel, Restaurant & Catering Linen
by South West Laundry



MIX
Paper from
responsible sources
FSC® C008152

