



FRESH THINKING FOR YOUR LINEN SERVICES

Superior Kitchen, Hotel and Restaurant Linen
for the ultimate customer experience.



JOHNSONS

Hotel, Restaurant & Catering Linen

by **STALBRIDGE**

www.johnsons-stalbridge.com

ANETA SOLOWIOW

INDUSTRY LEADER AT SERVICE DELIVERY AND PRODUCT QUALITY



WE SET THE BAR VERY HIGH FOR SERVICE, RELIABILITY AND QUALITY.

When Johnsons Stalbridge Linen Services started providing laundry and linen hire services the principles of the business were simple; Collect linen and uniforms from customers, wash and press them to a high quality and return them on time. If it should go wrong for any reason, fix it quickly and to the customer's satisfaction.

We have grown successfully in the last half a century and many things have changed in that time, but the fundamentals of the business have not. We aim to be the industry leader for service, reliability, and quality. We do not tie our customers in to long term contracts; Our flexible, hassle-free approach has won us the loyalty of our many customers in the hotel, restaurant, and catering markets.

Communication and response is key to a successful partnership; We are available by phone or e mail and you will find all direct contact details you might need within these pages or on our website.

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.

2024 promises to be an exciting year; We will open a brand-new laundry site in Crawley, West Sussex, to better cover the South East and London whilst we continue to invest in our existing factories across the country to improve quality and sustainability. Details on how we are reducing our carbon footprint are available on page 24-26.

We look forward to being of service to you.

Donald Smith
Managing Director
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For orders, call us on
0800 093 9933

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WIELADEK
& ADELINA
FERNANDES

fresh
THINKING FOR YOUR
LINEN SERVICES



ALI DERVISH

QUALITY, SERVICE & EXPERTISE

We understand how much hard work goes into running your business. That is why we do everything we can to make sure your service is as trouble-free as possible.

Flexibility that suits you

Within our industry many of our customers have busy and quiet times throughout the year. We give our customers the flexibility to increase and decrease their stock levels, to suit their seasonality.

No contracts

Our 'no contract' policy is unique in the industry. We do not believe in tying our customers into long term contracts.

Our customers remain with us for many years due to our high quality products and excellent standard of service.

Free exchanges

If you have a change of chef or redecorate and want different coloured table linen, you can easily swap your order by calling our customer service department. All at no extra charge.

No hidden costs

At Stalbridge you won't incur any additional costs or residual charges.

Quality control

Our linen goes through quality control checks to ensure that all of our customers receive the highest quality products. Our staff are fully trained to process, pack and store our products to the highest possible standard.

First class service

From our drivers, our factory operatives, to our service staff, all are carefully selected and fully trained, to provide a first class service. At Stalbridge we do not have a high turnover of staff, so our employees understand our business, and your business.

Customer Satisfaction Survey

We aim to be the industry leader at delivering service and product quality. That 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 service.

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

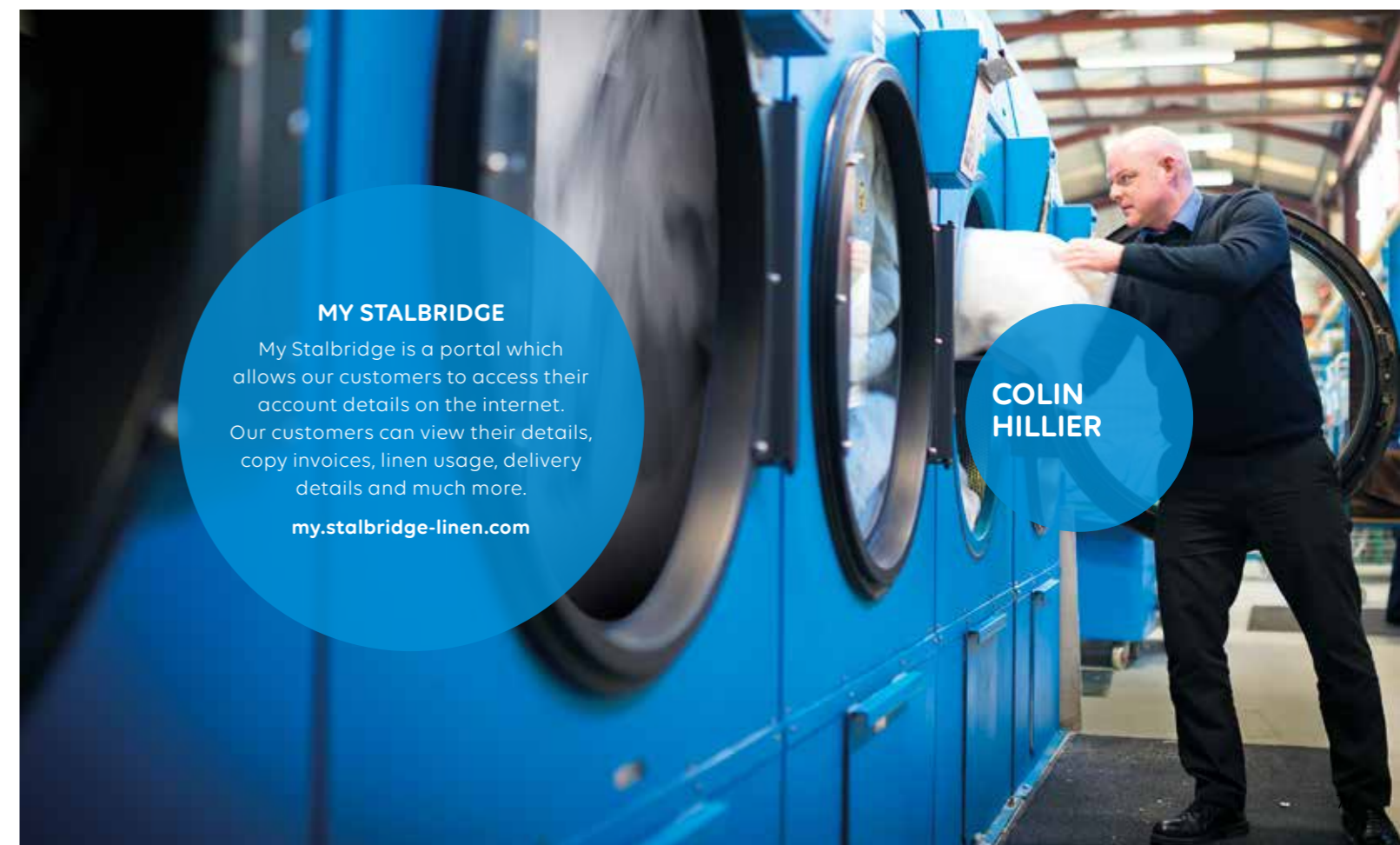
Investing in our environment without compromise

Being green is all part of our commitment to providing a first class service to our customers. We invest substantially in energy efficient machines and techniques as well as using readily biodegradable detergents. This reduces our impact on the environment whilst we ensure we never compromise on the quality and service that we provide.

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



REBECCA CLEMENTS



MY STALBRIDGE

My Stalbridge is a portal which allows our customers to access their account details on the internet. Our customers can view their details, copy invoices, linen usage, delivery details and much more.

my.stalbridge-linen.com

COLIN HILLIER



Service please!

FRESH THINKING FOR YOUR **KITCHEN LINEN SERVICES**

Every successful restaurant and kitchen manager knows the overwhelming importance of kitchen hygiene and high standards of cleanliness and presentation. With that in mind, it's no coincidence that the chef's wear for so many of the country's leading kitchens is supplied by Johnsons Stalbridge.

Our range of kitchen linen is all about choice and flexibility. Our uniform range has been designed for comfort and durability with a busy kitchen environment in mind.

"The no contract agreement that Stalbridge offer means there are no hidden costs or surcharges should I need more or less of any item from them at any time."

Rik Razza, Head of Chef Development
Baxterstorey



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.



APRONS



Butchers Apron

Navy/White stripe



Bib Apron

Available in Black or White



Waist Apron

Available in Black or White



Gourmet Apron

Available in Slate



Gourmet Apron

Available in Mocha



Gourmet Apron

Available in Olive



Embroidery

We are able to offer a professional embroidery service, including logos and text.

CHEF TROUSERS



Drawstring Trouser

Black

POLO



Polo Shirts

Available in Black or Navy

OTHER PRODUCTS



Microfibre Cloth



Oven Cloth



Tea Towel & Cloths

Kitchen, Glass and Waiters Cloths also available





*Bon
appétit!*

"It gives us great confidence to be associated with Stalbridge due to the compliments we receive about the quality of the linen, the customer service and support is second to none."

Ryan & Liam Simpson-Trotman
Orwells Restaurant

FRESH THINKING FOR YOUR **RESTAURANT LINEN SERVICES**

Your table linen plays a vital part in making a great first impression for your restaurant. We have an extensive range of square, rectangular and round table cloths and serviettes, all supplied and laundered without a contract to meet any restaurant needs.

If you are a Stalbridge customer, our linen is also available to you on a temporary hire basis.



ELITE TABLE LINEN & SERVIETTES



OUR RANGE OF ELITE TABLE LINEN

Our elite range of table linen and serviettes is made from a luxurious 235gsm 100% cotton, and features a 2cm deep hem and mitred corners all round. Featuring a Partridge Eye design it is uniquely available under the Stalbridge contract free terms.



SERVIETTES ONLY



White - Satin Band



Moss Green



Periwinkle



Medrite Grey



Rustic Charcoal



Rustic Red



Rustic Blue

TABLE LINEN & SERVIETTES



White



Buttermilk



Red



Biscuit



FREE SAMPLE
Call us on **0800 093 9933**
to request a colour and
size swatch



Black



sleep well!

FRESH THINKING FOR YOUR **HOTEL LINEN SERVICES**

When staying in a hotel, good quality linen is a must for every guest. Our ranges of bedding and towels meet the needs of any establishment.

Premier range offers our customers quality and affordability, and our elite range is made from 100% Egyptian Cotton for a touch of luxury to your bedrooms.

"We are very happy with all aspects of service which Stalbridge provide us, which in turn gives us great confidence. The linen is of a very high quality and standard which is what we have come to expect from Stalbridge. All customer service calls are dealt with quickly and efficiently. And the delivery drivers are always happy and helpful."

Jayne Brittain, Housekeeping Manager
Ardencote Manor Hotel





ELITE BED LINEN



Elite Plain

Available in Oxford pillowcases, and sheets - single to superking size



Elite Satin Stripe

Available in Oxford pillowcases and duvet covers - single to superking size

PREMIER BED LINEN



Premier Plain

Available in Housewife pillowcases, sheets and duvet covers - single to superking size



Premier Stripe

Available in Housewife and Oxford pillowcases and duvet covers - single to superking size

OTHER PRODUCTS



Bath Robe



Leisure Towel



Elite Towels 600g
Premier Towels 500g

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



QUALITY CONTROL

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

KIMBERLEY SEARLE



our process

SUPPLYING QUALITY LINEN TO YOUR DOOR

Providing a quality range of linen and uniforms for rental is only one part of what we do. A huge investment in machinery and staff is required to provide the laundry service that is needed to support your business.

We employ over 1500 staff across 11 locations, and process over 147 million pieces of linen, uniforms and towels a year – that equates to 58,000 tonnes of washing.

Ensuring those items are returned in pristine condition is no easy task. Every item is checked to ensure our customers receive a quality product; Our staff take great pride in the quality they deliver.

Our drivers are a dedicated bunch, they are out on the roads very early every day.



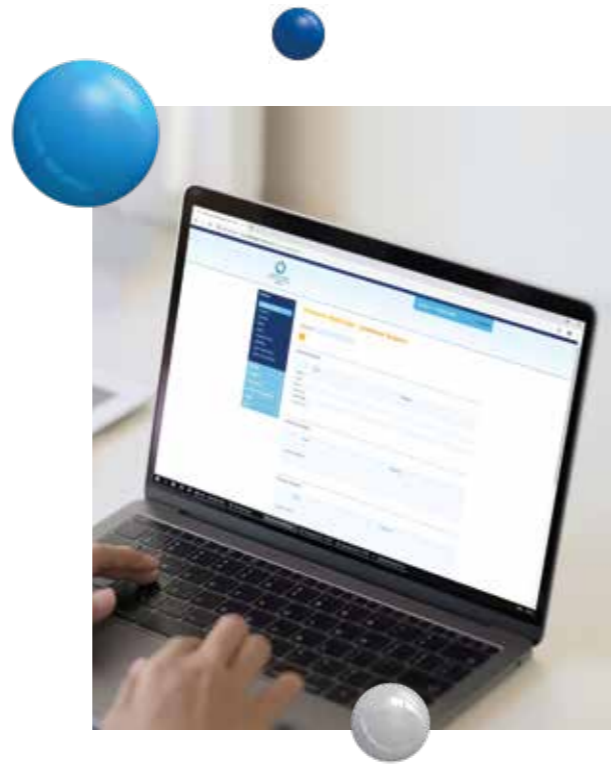
CALLUM CRABB



SET UP YOUR MY STALBRIDGE ACCOUNT

MY STALBRIDGE EXPLAINED

My Stalbridge is a portal which allows our customers to access their account details on the internet. With your personal online account management portal you can view...



Account details



Linen usage



Copy invoices



Delivery details



Wash ticket entry

To set up your account visit my.stalbridge-linen.com or call us on 0800 093 9933



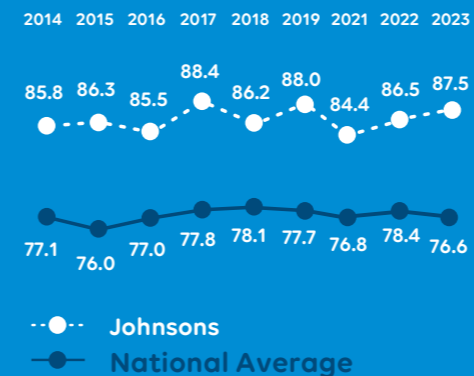
GOSIA M
GIERAKOWSKAWACH

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



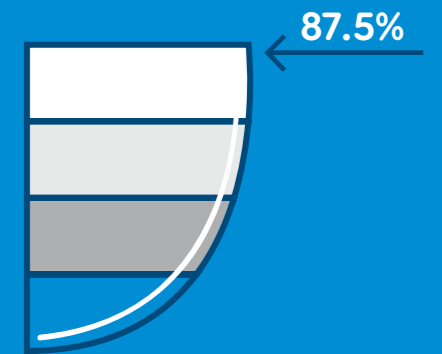
Completeness and accuracy of deliveries made



Suitability of products

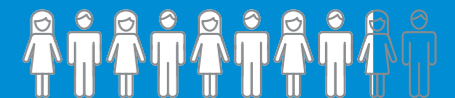


The cleanliness of the goods delivered



Our most recent customer satisfaction survey gave us a TLF rating of 86.5 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



"They are always very efficient when we need to make any amendments to our orders."

"Always deliver the items on time and they are always neatly packed."

"Its just everything, the quality is first class and I never have a problem with them, they're very efficient with one off orders and are in immaculate condition."

"I am very satisfied and really happy with Johnsons communication and for the quality of the laundry, plus the online system is very good."

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.

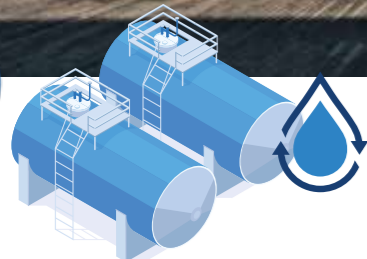
Our Local Communities Initiatives not only benefits the areas we serve but also enhances our employee morale, employee retention, increased employee satisfaction, better public relations, and a stronger connection with the local community.

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 our 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



Mick Cox
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07960 249774
mickcox@jsg.com



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Over 100 years experience within the team

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JOE
REBELO

FRESH THINKING FOR YOUR LINEN SERVICES

Specialist linen hire and laundry service
for the catering, hotel and leisure industries.

For more information on our services please contact us on

0800 093 9933

www.johnsons-stalbridge.com

   @StalbridgeLinen



JOHNSONS

Hotel, Restaurant & Catering Linen

by **STALBRIDGE**



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