

Guarantee Laundries

Est 1901

Impact Report Year 02

November 2023
to
November 2024



Proud partners with:



The Bath Priory



WHO WE ARE AND WHAT WE DO

Guarantee Laundries is an independent Commercial Laundry, based in Dorset, UK, providing the five-star hotel market with the finest hotel linen, laundered and delivered to the highest standard.

We are committed to enhancing the luxury guest experience, ensuring that our clients receive the best possible service, whilst working in a socially conscious and environmentally responsible way.

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A WORD FROM THE DIRECTORS

The Directors and Shareholders of Guarantee Laundries remain committed to the principles of B Corp and openly encourage and support our business, customers and suppliers.

“We are thrilled to have achieved B Corp certification, which has helped to further strengthen our resolve to be the best we can, to reduce our impact on the environment and to increase the positive impact we have for our team, our suppliers, our local and the wider community.

It has been truly amazing to see the increased positivity and drive in every member of our team, and we look forward continuing our journey”.

Stuart Harris & Faith Foote
Directors



OUR JOURNEY TO CERTIFICATION AND BEYOND

Founded in 1901, Guarantee Laundries has evolved hugely over the decades, recognising the need for change as global social and environmental factors develop around us.

Back in 2021, we heard about B Corp, after a prestigious client of ours achieved certification.

Inspired, we began researching and discovered that the values, ideals and ethos of B Corp very much aligned with Guarantee's and further enhanced our ISO 9001 and 14001 certifications.

Fast forward to November 2022, and Guarantee was officially part of the B Corp Community!

We have made a legal commitment to view our team, our community and our planet as equally important.

Since then, we have collaborated with other B Corps and like-minded Companies, actively engaged on the B Hive, and shared with another independent laundry the amazing work B Corps are doing and continue to do.

B CORP ADVOCACY

But it must not stop there.

There is so much more we can do within our own business, and by encouraging all our stakeholders to be involved.

In this, our second Impact Report, we show you how the last 12 months have been – things we achieved, things we didn't manage to achieve – and our plans for the next 12 months.

We will never stop working towards a better, fairer, more sustainable society.



IMPACT ASSESSMENT 2022

After a rigorous Impact Assessment in 2022, our overall score was 91.8..... above both the required 80 and the median score for ordinary business of 50.9.

Impact area	Guarantee	Typical points available	2025 recertification target
Governance	17.0	10 – 15	17.5
Workers	29.0	40 – 50	30.5
Community	16.7	40 – 50	18.0
Environment	25.6	20 – 45	27.4
Customers	3.3	5	3.6



As pleased as we are with our 2022 score, we are not going to sit back, relax and consider it ‘job done’.

Bench-marking our score against the typical points available gives us a focussed insight into areas where improvement is possible, and that is what we will do. Improve.

GOVERNANCE (17 POINTS)

Keep going!

What we'll keep doing as standard practice.....

- Articles of Association confirm full commitment of Board and Shareholders
- Annual accounts
- Retain Management Systems ISO 9001 and ISO 14001
- Internal and external audit programme
- Transparency and honesty with all stakeholders
- Incorporate social and environmental in our decision process

The last 12 months!

What we did.....

- Renewed our memberships with Textile Services Association, Housekeepers Association, SEDEX and 247 Business Club
- Quarterly Board meetings, with full, transparent reporting

The next 12 months!

What we aim to do.....

- Join the Better Business Act
- Select a chosen charity each year for financial donations
- Engage with our staff more about charitable donation



Governance

Company's overall mission, ethics, accountability and transparency.

WORKERS (29 POINTS)

Keep going!

What we'll keep doing as standard practice.....

- Abide by our fully reviewed and strengthened Company Handbook, which includes policies on inclusivity, diversity, caregivers, menopause support and hiring processes
- Pay above the minimum wage for all staff, regardless of age, gender etc
- Bi-monthly 'flunches' – extended break (paid), free food for all and time to relax and catch up with each other
- Year-end bonus for all staff
- Employee surveys every 6 months, and report on actions taken

The last 12 months!

What we did...

- Promoted nine members of staff as part of our employee development programme
- Devised new day-shift patterns to help those wishing to re-assess their work/life balance
- Acted on the suggestions from our Employee surveys, including improving our briefing/update/communication strategies, changes to internal paperwork
- We turned 123 years old in June, which was a great reason to have a bigger flunch than normal! We provided a full lovely buffet lunch, and everyone received a gift of a branded keyring torch and a branded drinks bottle (made from 90% recycled materials and purchased from a fellow B Corp!)



Workers

Company's contribution to its employees' financial, physical, professional, and social well-being.



Happy birthday Guarantee!

(Isn't June supposed to be sunny??)

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WORKERS (CONTINUED)

Did we miss anything from the last Impact report?

- We set a goal for all Managers and Supervisors to receive training on environmental and social communication. Sadly, we didn't achieve this. We went through a series of personnel changes and process improvements which meant we had to park this for a little while

The next 12 months!

What we aim to do.....

- Create a formal Works Council to strengthen our internal communication and employee welfare
- Create a formal enhanced training programme, covering many different aspects including what we missed from the last Impact Report
- Install a structured and reported appraisal process for all team members
- Investigate the process and requirements for becoming an accredited Living Wage Employer
- Add another Mental Health First Aider to our current two
- Raise salaries and wages



Workers

Company's contribution to its employees' financial, physical, professional, and social well-being.

Employee survey – what do you think works well at Guarantee?

"Appreciate the work/life balance."

"Management kind, considerate, easy to talk to, thoughtful."

"Teamwork!"

COMMUNITY (16.7 POINTS)

Keep going!

What we'll keep doing as standard practice.....

- Working with our suppliers to continue our longstanding mutually beneficial relationships, and continue to monitor information regarding their sustainability, inclusivity and ethical practices

The last 12 months!

What we did...

- Employed an Apprentice Engineer in conjunction with a local college
- Recruited 27 new members of staff
- Added another 2 fellow B Corps to our approved supplier list
- Reviewed and amended our previous Supplier Surveys to create one combined document covering all our requirements. Delighted to see that 100% of respondents felt satisfied with their relationship with Guarantee and that we are clear about our sustainability and social values and goals
- Transferred to a local supplier for our embroidered staff uniforms
- Sponsored Christmas Hamper to The Vale Pantry, a local social supermarket
- Donated over 6,000 pieces of linen to local good causes



Community

Company's contribution to the economic and social well-being of the communities in which it operates.

COMMUNITY (CONTINUED)



Community

Company's contribution to the economic and social well-being of the communities in which it operates.

Did we miss anything from the last Impact report?

- We set a goal to issue a Supplier Code of Conduct by March 2024, but did not complete the project

The next 12 months! What we aim to do.....

- Increase the amount of linen donated to good causes by 20%
- Look into local community/volunteering projects we can get involved in (in addition to current linen/towel donations)
- Finalise and issue our Supplier Code of Conduct
- Look to increase our team members from ethnic minorities

CUSTOMERS (3.3 POINTS)

Keep going!

What we'll keep doing as standard practice.....

- Ensure our customers get the best possible service
- Provide environmental and social information upon request

The last 12 months!

What we did.....

- Began sharing regular monthly data with two more customers to assist with their ongoing sustainability journeys
- Provided evidenced details of our practices and data, helping Captains Club achieve the Gold Award in Green Tourism, and The Pig Hotels achieve B Corp certification! Congratulations both!



Winner of the SME
Laundry of the Year
2023 at the Laundry
And Drycleaning
Awards!!



Customers

Evaluates the value that your company creates for your direct customers and the consumers of your products or services.

CUSTOMERS (CONTINUED)

The next 12 months!

What we aim to do.....

- Create a campaign to engage with our customers about ways in which we can all extend the lifespan of each and every item, using the Textile Services Association as a resource
- Review measurement of customer satisfaction
- Engage more with our customers about the charities and good causes we support



Customers

Evaluates the value that your company creates for your direct customers and the consumers of your products or services.

"Lime Wood Hotel & Herb House Spa have had the pleasure of partnering with Guarantee Laundries for over a decade now..... we see it very much as a partnership as both work in tandem to deliver our guests and members a five-star experience.....the team have always been extremely helpful..... we look forward to many, many more years of this partnership."

"It's been great working with you – thank you all at Guarantee for helping us out last year – will be forever grateful."

"I just wanted to thank you and your team for the great installation and service to date, it's taken a lot of pressure off Housekeeping."

"It's such a relief to know we can count on you for the linen..... seriously, you're a lifesaver, especially with everything moving so quickly around here! Thank you for your prompt assistance, as always..... I just want to take a moment to say how much we appreciate your help."

Just some of what our customers say

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ENVIRONMENT (25.6 POINTS)

Keep going!

What we'll keep doing as standard practice.....

- Retain our ISO 14001 Environmental Management Systems certification
- Adhere to our Environmentally Preferred Purchasing Policy

The last 12 months!

What we did.....

- Moved to a thinner type of polythene to line the re-usable laundry bags, meaning we are using less on a day-to-day basis
- We transferred to a new auto-dosing and soap supplier, and by changing the programmes and formulas, without compromising product quality, we reduced our water usage by 70% and chemical usage by 44%, per kilo of laundry washed for the first 6 months of 2024
- Added another electric vehicle to our fleet
- Increased our donated linen pieces by 51% (January to June 2023 vs. 2024), keeping it out of landfill
- Swapped our domestic cleaning products and hygiene supplies to industrial purchased units, reducing the amount plastic packaging and waste
- Stopped using single-use water cooler cups (made from recycled materials), and switched to re-useable branded Company drink bottles



Environment

Company's overall environmental stewardship, including how the company manages general environmental impacts.

ENVIRONMENT (CONTINUED)

The next 12 months!

What we aim to do.....

- Review our fleet of delivery vehicles and replace where necessary with more efficient ones
- Conduct a feasibility study into other accreditations / certifications
- Carry out research on carbon credits
- Increase the amount of linen donated (therefore out of landfill) by 20%
- Further reduce the water and chemical usage per kilo
- Begin formally reporting on our carbon emissions

A selection of
the charities
and good
causes
Guarantee is
proud to
support



The
Compassionate
Friends

Supporting bereaved parents and their families



Environment

Company's overall environmental stewardship, including how the company manages general environmental impacts.

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WE COULDN'T DO THIS WITHOUT YOU!

- our team, who are dedicated, hard-working, full of team spirit and determination
- our customers, who support our efforts and achievements and inspire us to be the best we can be
- our suppliers, who are themselves looking at their sustainable practices and collaborate with us for continual improvement
- our neighbours, who help our local community thrive
- our fellow B Corps, who offer so much support, guidance and a real sense of belonging

Thank you!