

# Guarantee Laundries

Est 1901

**Impact Report Year 01**  
**Published November 2023**





HOTEL RIVIERA

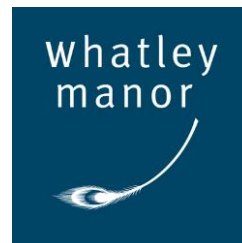


Guarantee Laundries  
Est 1901

GIDLEIGH  
PARK



THE PRIORY  
WAREHAM



PLUMBER MANOR  
Country House Hotel & Restaurant



PENNYHILL PARK  
AN EXCLUSIVE HOTEL & SPA



BOWOOD



THE MANOR HOUSE  
AN EXCLUSIVE HOTEL & GOLF CLUB

CLIVEDEN



HOTEL | RESTAURANT | VINEYARD



LAINSTON HOUSE  
AN EXCLUSIVE HOTEL



CAPTAIN'S CLUB  
HOTEL & SPA

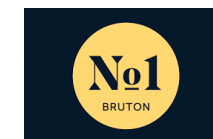


CHEWTON GLEN

RHINEFIELD HOUSE  
HOTEL  
THE NEW FOREST, HAMPSHIRE



Summer Lodge  
HOUSE HOTEL, RESTAURANT AND SPA



The Chelsea  
Townhouse

Guarantee Laundries is an independent B Corp Commercial Laundry with a passion for providing the 5 Star hotel market with the very best service and product. For over 122 years we have been working with the hospitality sector with most of customers working with us for over 10 years. We provide the finest hotel linen finished to the highest standard, giving a luxury guest experience, keeping the process simple and saving valuable housekeeping time.

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## A word from the Directors/Shareholders

The Directors and Shareholders of Guarantee Laundries are committed to the principles of B Corp and are openly encouraging and supportive within our business and with our suppliers and customers.

We recognise that as a team we have done well to achieve B Corp and are incredibly proud, but we are also aware that we have plenty still to do and can still make a difference.



## Our journey to certification

In 1901 Guarantee Laundries was founded and has evolved over the decades. We recognised the need for change at the turn of the century gaining ISO 14001 an Environmental Management System, which was a major achievement.

But the world is changing, and we wanted to show our staff, customers, shareholders and suppliers that we are committed to do everything possible and affordable to reduce our impact on the planet and make our place of work a good one.

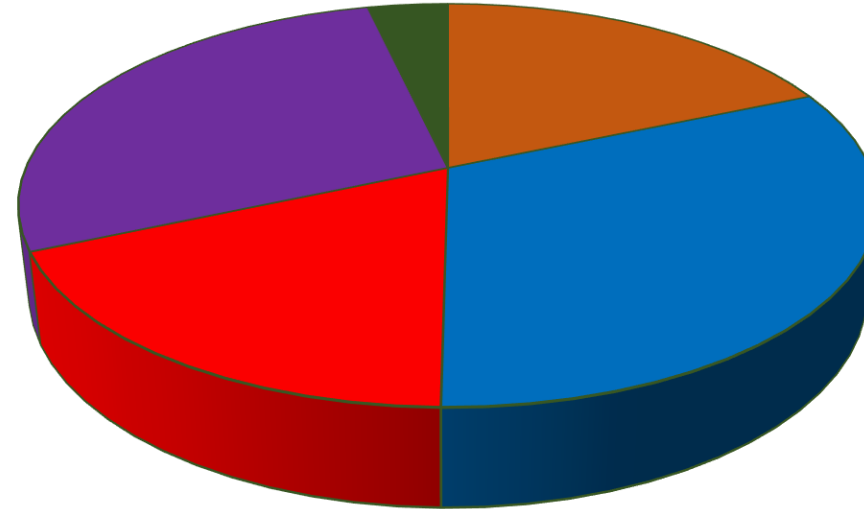
The journey was not easy but very rewarding and it still ongoing.



# Impact Assessment 2022

Our 2022 certification overall B Impact score is **91.8**

<b>Governance</b>	<b>17.0</b>
<b>Workers</b>	<b>29.0</b>
<b>Community</b>	<b>16.7</b>
<b>Environment</b>	<b>25.6</b>
<b>Customers</b>	<b>3.3</b>



We are extremely proud of our first-year score and plan to improve on this in the 2025 re-certification.

# Governance

## *What we do and what we did:*

Changed our Articles of Association with the full commitment of Board and Shareholders.

We improved our Transparency and Accountability with third party audits:

- Annual accounts - Albert Goodman audits
- Quality & Environmental Management Systems ISO 9001 and ISO 14001 – ISOQAR audits.
- Health & Safety Audits – Telemark Ltd
- Comprehensive review of Company Handbook and policies by external company.

## *How are we maintaining and improving:*

Continuation of third-party audits.

Quarterly Board meetings with full reporting.

12 monthly review of company policies to ensure we are inclusive.

Member of Trade Associations to ensure we have the most up to date information  
Housekeepers Association, Textile Services Association, SEDEX and 247 Business Club.



# Workers

## *What we do and what we did:*

As part of the certification process, we conducted a massive review of our policies and Company Handbook. We strengthened these in respect of inclusivity, diversity, environmental factors etc and the health and well-being of our employees (e.g. breastfeeding, primary/secondary caregivers, hiring processes, menopause).

We improved our working environment following an employee questionnaire by tarmacing the car park and redecorating the canteen.

We are committed to paying above the minimum wage for all staff regardless of age.

Streamlined our commitment to health and safety including training etc.

We hold bi-monthly 'Flunches', themed fun lunches provided by the company for everyone to join in.

All staff receive a Bonus at year end.

## *How are we maintaining and improving:*

Mental Health First Aiders – 2 staff members are now trained and able to offer personal assistance.

We set a goal for all supervisors and managers to receive training on how to communicate environmental and social goals to all employees and implement accountability for results.

Employee satisfaction surveys 6 monthly and reported back to staff on actions taken.





# Community

## *What we do and what we did:*

Donated linen to a variety of good causes, including local care homes, homeless charities, animal welfare sanctuaries, Isabel Baker Foundation, The Compassionate Friends and Hospitality Action.

We implemented annual supplier questionnaire/surveys to capture the data in relation to sustainable practices, diversity and good working practices, as well as continuing our longstanding mutually beneficial relationships.

We began a full supplier packaging review in order to identify any areas of improvement.....

## *How are we maintaining and improving:*

..... continuation of the supplier packaging review uncovering each area layer by layer of where we can work with our suppliers to reduce packaging as much as possible.

Joining SEDEX to connect with our customers and suppliers using the platform to share our social and ethical data.

We are producing a Supplier Code of Conduct to be rolled out by March 2024.

To be the best equivalent employer in the area – this forms part of our ongoing company objectives.



# Customers

## *What we do and what we did:*

We instigated a new system of customer communication in the form of email bulletins, to go alongside the regular contact we already enjoy with our customers.

Customer service, support and help is our core business, we do what we say we are going to do and are transparent and honest in our communication leading to long term customer relations. Most of our customers have been with Guarantee for longer than 10 years.

## *How are we maintaining and improving:*

Case studies being carried out at 3+ of our customers regarding their on-premise laundering vs commercial laundering. We demonstrated that millions of litres of water can be saved, energy significantly reduced and increased life span of textiles; these are just 3 examples of the savings to be made.

Alongside providing customers with a wealth of data and information to help them on their own sustainable/award journeys, we continue to collaborate with our customers, included supplier sustainability workshops, recently with Penny Hill Park and Whatley Manor.



# Environment

## *What we do and what we did:*

We have held ISO 14001 Environmental Management System since 2006.

As part of the certification process, we implemented the following formal policies:

- Environmentally Preferred Purchasing Policy
- Virtual Office Stewardship policy

We amended our IMS policy to include social factors, not just quality, business and environmental.

Our Company Handbook was fully reviewed, and clauses added regarding corporate travel to reduce the impact on the environment further.

## *How are we maintaining and improving:*

We are always looking for ways to reduce our energy and water consumption, whether it be by new machinery or amending our processes and procedures.

We continue to purchase newer and more efficient vehicles.

We continue to work with our suppliers and one huge success has been with our polythene supplier – not only do they collect the inner tubes to re-use for future orders (meaning they don't go into landfill), but they also collect the used offcuts and turn it into new! We are also working with them trialling a thinner product without compromising the quality of the linen delivery.

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## Paying Forward

We have always had an ethos of not just ensuring our linen has the longest lifespan possible but that it goes to people who need it the most.

This includes a range of charities and the most recent was for Hospitality Action, whereby we issued a huge amount of table linen for their charity event and this was their thanks:

“May I say a massive thanks for all you did to help us put on an amazing day Sunday at our Polo Day! We are grateful for your kind sponsorship of the linen, thank you for all your help, we really do rely on the good nature and support of sponsors to make events like this come together, we raised an incredible amount being £57k, which will go a long way to helping many people in our wonderful industry.

It was kind of you to liaise with Steff on everything, we are truly grateful. A brilliant, sunshine, fun, fundraising day had by all, thank you!”

We will continue to do more of the same.....





## B Corp advocacy

From the moment we started the B Corp journey, we recognised the need and desire to share and listen to other Certified B Corp trying for certification bodies.

B Corp is now embedded into our culture, we enjoy actively sharing our activities and challenges with anyone and everyone we meet both in business and socially.

We are actively involved in sustainability work parties/meetings with our customers, suppliers and business contacts, and are committing time and resources to ensuring that as many companies and individuals are aware of the importance of B Corp and what it stands for.