

# Guarantee Laundries

Est 1901

## Impact Report Year 03

November 2024  
to  
November 2025

Certified



Corporation

# Proud partners with:

  
BELMOND  
LE MANOIR AUX QUAT'SAISONS  
OXFORDSHIRE

  
THE GREAT BUSTARD

  
The IN & OUT  
Naval and Military Club

  
LYMPSTONE MANOR  
HOTEL | RESTAURANT | VINEYARD

  
THE MANOR HOUSE  
AN EXCLUSIVE HOTEL & GOLF CLUB

  
LAINSTON HOUSE  
AN EXCLUSIVE HOTEL

  
PENNYHILL PARK  
AN EXCLUSIVE HOTEL & SPA

  
CADOGAN GARDENS  
CHELSEA  
The Chelsea Townhouse

  
THE PIG  
on the beach

  
CRAZY BEAR

  
LUCKNAM PARK  
HOTEL | SPA | ESTATE

  
LIME WOOD

  
The Bath Prioory

  
vineyard

THE PRIORY  
WAREHAM

THE PIG  
ROOMS &  
KITCHEN GARDEN FOOD

Herb House

  
CAPTAIN'S CLUB  
HOTEL & SPA

  
THE STAG  
— AT STOW —



MASTER BUILDER'S  
HOUSE  
BUCKLER'S HARD

  
BOWOOD

GIDLEIGH  
PARK

THE PIG  
at Compe

HOTEL RIVIERA

THE OLD STOCKS  
INN

  
FULHAM PIER  
HOTEL

  
BERTRAND'S  
Townhouse

PLUMBER MANOR  
Country House Hotel & Restaurant

  
THE BEAR

THE PIG  
near Bath  
ROOMS &  
KITCHEN GARDEN FOOD

  
CITY APARTMENTS

RHINEFIELD HOUSE  
HOTEL  
THE NEW FOREST, HAMPSHIRE

THE ACORN  
INN

Summer Lodge  
COUNTRY HOUSE HOTEL, RESTAURANT AND SPA

CHEWTON GLEN

whatley  
manor

Guarantee Laundries  
Est 1901

  
THE GROSVENOR  
STOCKBRIDGE

No 1  
BRUTON

  
MORTONS MANOR

# 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.

## Content

A word from the Directors	4
B Corp Advocacy	5
Impact Assessment 2022 and targets	6
Impact Areas:	
Governance	7
Workers	8
Community	10
Customers	12
Environment	14
Thank you	16

## 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, suppliers, and all stakeholders.

“As we share this latest report with you, the process of our B Corp recertification is in full swing!

It is amazing to think we have been part of the community for three whole years.....

On one hand, it seems like yesterday we were delighted to be receiving the news of our successful certification.

Yet, on the other hand, we have so wholeheartedly embraced the ethos, with it becoming part of our day-to-day lives that it feels as though we’ve always been a B Corp.

Our commitment to continuous improvement, social responsibility, doing all we can to protect the environment is unwavering”.

Stuart Harris & Faith Foote  
*Director*



# B CORP ADVOCACY

This is our third impact report, and we loved reflecting on the last twelve months to see how the work we put in is having such positive impacts.

As always, we share with you the past year, review the plans outlined in last years report, and share our hopes for the future.

We are thrilled to see the B Corp movement grow, especially reflected in our stakeholders (see later sections for more details), and to be part of such a worthwhile community.

And, last but by no means least, we have increased our activity on B Hive, not only receiving advice and learning resources, but recommending B Corps we use to other B Corps.

Stuart Harris & Faith Foote  
*Director*



# IMPACT ASSESSMENT

Our last impact report in 2024, we outlined our targets to improve our 2022 certification score of 91.8 points.

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 we publish this, our third impact report, we are going through the recertification process.....

..... watch this space!

# 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 impacts in our decision process

## The last 12 months (including what we aimed to do in the last impact report)

*What we did.....*

- Joined the Better Business Act
- Recertified ISO 9001 and ISO 14001 for a further 3 years
- Renewed our memberships with Textile Services Association, Housekeepers Association, SEDEX and 247 Business Club
- Quarterly Board meetings, with full, transparent reporting
- Became more engaged on the B Hive platform with fellow B Corps

## The next 12 months!

*What we aim to do.....*

- Embrace the new B Corp Standards throughout our business



### **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 comprehensive Employee Handbook
- Pay above the minimum wage for all staff
- Bi-monthly 'flunches' – extended paid break, free food for all and time to relax and catch up with each other, as well as a Company update
- Year-end Christmas bonus
- Employee surveys, and report on actions taken

## The last 12 months (including what we aimed to do in the last impact report)

*What we did...*

- Promoted five members of staff as part of our employee development programme
- Created a formal Employee Representative team, meeting every quarter, to further strengthen communication between the team and Senior Management
- Carried out over 450 hours of training, including Fire Wardens, general Management, Mental Health First Aid and bullying, harassment, and sexual harassment prevention in the workplace
- Investigated the process and requirements for becoming an accredited Living Wage Employer. Upon careful consideration, it was agreed that although it is not something we will pursue at the moment, we will revisit at a later date
- Added another Mental Health First Aider, bringing us to three
- Raised salaries and wages, above the National Minimum Wage



### **Workers**

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

# WORKERS (CONTINUED)

## The last 12 months (continued)

### What we did...

- Carried out our Employee surveys:
  - ~ 72% happy working for Guarantee
  - ~ 81% believe their work has meaning and purpose
  - ~ 70% feel suggestions & feedback from all levels given equal consideration
- Added a diversity section in our Employee surveys, and moved them to annual following feedback from the team

## The next 12 months!

### What we aim to do.....

- Look at implementing training for Managers and Supervisors on environmental and social communication.
- Host a Company wide event, including recognising long-standing team members and those that have gone above and beyond to help Guarantee create the positive impacts on our stakeholders.
- Look at ways to externally support our team
- 'Cycle to work' scheme – see Environment section
- Implement annual 1-2-1's for those who would like them, starting February 2026



### Workers

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

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

“Open communication across all departments”

“Considerate and caring employer.”

“Team spirit!”

“Approachable Management team..... fair treatment of the employees.”

Guarantee Laundries

Est. 1901

# 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
- Carry out annual Supplier surveys
- Donate textiles to local businesses, schools and animal rescue centres

## The last 12 months (including what we aimed to do in the last impact report)

*What we did...*

- Recruited 26 new members of staff who remain with the team, helping the local employment rates
- Congratulated a long-standing supplier on their B Corp certification! (And another about to start the process!)
- Introduced our Supplier Code of Conduct
- Increased our team members from ethnic minorities by 17
- Amended our Employee Handbook to include paid volunteering – 1 day for 5 years continuous service, 2 days for 10 years continuous service



### **Community**

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

# COMMUNITY (CONTINUED)

## The last 12 months (continued)

### What we did...

- Conducted our Supplier surveys:
  - ~ 100% happy with their relationship with Guarantee
  - ~ 100% believe Guarantee is clear about our sustainability, social values and goals
- Sponsored a local gentleman on his 24-hour walking challenge to raise funds for the Dorset & Somerset Air Ambulance
- Donated over 1,000 pieces of linen to local good causes.....
  - ... in our last report, we aimed to increase the amount of donated linen by 20%...
  - ... we did not achieve this...
  - ... BUT, it's not a failure...
  - ... the reason we have donated less is because thanks to our improved processes and operations, we have ragged 11% less donatable items in 2025 versus 2024...
  - ... and 48% less than 2023
  - ... so, we're pretty proud of that!

## The next 12 months!

### What we aim to do.....

- Continue to work with suppliers who hold social or environmental certifications
- We are also looking forward to welcoming a current supplier to the B Corp community!



### Community

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

# CUSTOMERS (3.3 POINTS)

## Keep going!

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

- Ensure our customers get the best possible service
- Share environmental and social information, giving re-assurance they are partnering with a business with a conscience

## The last 12 months (including what we aimed to do in the last impact report)

*What we did.....*

- Carried out our first formal annual Customer Satisfaction surveys
  - ~ 96% feel our communication was either excellent or good
  - ~ 100% feel our deliveries are either excellent or good
  - ~ 88% feel our quality is either excellent or good
  - ~ 78% feel our B Corp certification is important to them
- Attended another customers Supplier Workshop, which was inspiring
- Revised our Linen Hire contracts to meet the changing needs of our clients



### **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 further 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



## Customers

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

*"It is great to work with such a responsive and adaptable supplier"*

*"We have never worked with a laundry before whose constant communication is so great"*

*"I must say the transition to yourselves has been an absolute revelation, the feedback from the internal teams is nothing short of amazing! Thank you for delivering on everything we discussed, long may it continue and we look forward to working with you even more in the foreseeable"*

*"Guarantee has demonstrated a high level of professionalism, reliability & expertise.... The team are knowledgeable, responsive and committed to ensuring the success of our business operations. I have no hesitation in recommending Guarantee Laundries to an organisation seeking a top-quality laundry provider!"*

Guarantee Laundries

Est. 1901

# 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
- Continuously look for ways to address our impact on the planet

## The last 12 months (including what we aimed to do in the last impact report)

*What we did.....*

- Successfully re-certified our ISO 14001 AND ISO 9001 certifications for a further 3 years
- Reviewed our commercial delivery fleet and acquired 4 more efficient vehicles
- Reduced the amount of linen ragged by 11%, meaning it's kept in circulation for longer (see community section)
- Researched carbon credits. Whilst we see the benefits of implementing this, we feel that our resources are better placed in our current programmes for positive social and environmental impact
- Conducted a feasibility study into additional accreditations / certifications. We looked at three different ones
  - ~ In the first, we'd be the first UK laundry to achieve this; but it wasn't suited to our industry
  - ~ The second, whilst better suited to us, we did not feel it would provide us much of an opportunity to make significant steps in our journey
  - ~ The third..... well, we are still looking into this and discussing with various stakeholders..... watch this space!



### 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.....

- Move to 100% renewable electricity..... we have already started the process!
- Look into 'cycle to work' scheme to help protect our environment, and help our team with their physical & mental health
- Invest heavily into new, efficient equipment to further reduce our water and energy usage
- Continue to review our commercial delivery fleet and replace or add to with more efficient vehicles
- Begin formally reporting on our carbon emissions



### Environment

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

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



TISBURY SWIMMING POOL  
Since 1964



## Stalbridge Church of England Primary School



The Compassionate Friends

Supporting bereaved parents and their families



Guarantee Laundries

Est 1901

# 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 Hive-ers, the advice, support and encouragement has been absolutely amazing!

# Thank you!