



Countylinen

SUSTAINABILITY REPORT
2024



TOGETHER FOR A
SUSTAINABLE FUTURE





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ABOUT COUNTY LINEN

WHO WE ARE

County Linen is a leading laundry service provider in the Southeast of England, with a heritage spanning over 200 years.

Each week, we process over 710,000 pieces of linen across two state-of-the-art facilities, supported by a dedicated team of over 200 employees.

We serve a diverse customer base within the hospitality sector, from independent businesses to large-scale contracts with major brands, delivering consistently high-quality services with a strong focus on customer satisfaction.

PURPOSE OF THE REPORT

We aim to reaffirm our unwavering commitment to sustainability by offering a transparent and comprehensive overview of our environmental, social, and governance initiatives.

By providing clear visibility into our sustainability program, we seek to showcase the tangible actions we have taken, the challenges we have faced, and the measurable progress we have made toward our goals over the past year.

This report serves as both a reflection of our achievements and a roadmap for the future, outlining our continued efforts to minimise environmental impact, drive innovation in sustainable practices, and promote a positive influence on the communities we serve.





ACCOUNTABILITY AND GOVERNANCE

Our sustainability, social, environmental and governance initiatives are overseen by the Managing Director, Finance Director, Compliance Manager, and Compliance Officer, ensuring full accountability across all areas. Together, they drive adherence to regulations, industry standards, and best practices while integrating sustainability and Net Zero goals into the broader business strategy. Working closely with key departments, including operations, procurement, logistics, facilities, and health & safety, they ensure continuous improvement in carbon reduction, energy efficiency, responsible sourcing, and overall environmental performance.

By actively engaging with internal and external stakeholders, including employees, suppliers, customers, and regulatory bodies, we communicate our sustainability objectives, encourage collaboration, and drive meaningful change. Progress is reviewed regularly, with clear accountability at leadership and departmental levels to keep sustainability, compliance, and Net Zero ambitions central to our business.

OUR COMMITMENT TO SUSTAINABILITY

Sustainability is a core principle, guiding our commitment to environmental preservation and long-term resource efficiency. Reusability and repairability are central to our approach, enabling us to operate within a circular economy through our serviced rental linen supply.

We prioritise responsible sourcing, energy-efficient laundering, and eco-conscious logistics to reduce our footprint. Our commitment extends beyond the present – it is a promise to future generations. Through continuous innovation and collaboration with suppliers, we strive to advance sustainability within our industry, ensuring lasting benefits for both the planet and the communities we serve.

WITHOUT A PROFESSIONAL LAUNDRY



90% OF HOSPITALS
WOULD BE FORCED TO CLOSE
WITHIN ONE DAY



90% OF HOTELS
WOULD BE FORCED TO CLOSE
WITHIN THREE DAYS



PHARMA & FOOD
PROCESSING FACTORIES
WOULD BE FORCED
TO CLOSE AFTER **ONE DAY**



STATEMENT FROM OUR DIRECTORS



County Linen's journey is a testament to our family's dedication, resilience, and passion for quality service. Since our inception, we've grown from a small operation into one of the UK's leading textile service providers, always placing customer care at the heart of our business. Our commitment to sustainability is not a recent development – it has been woven into our operations for generations. From early energy efficiency measures to responsible sourcing and waste reduction, we have continually evolved to meet the needs of our clients while minimising our environmental impact. Strong relationships, continuous operational improvements, and a hardworking team have been the cornerstones of our success.



Tim Moore – Managing Director



Oliver Moore – Managing Director

We see the future as a seamless blend of innovation and sustainability. As we continue to grow, technology remains at the forefront of our transformation. Our investment in advanced equipment, from energy-efficient tumble dryers to heat recovery systems, has already led to significant reductions in energy consumption. Since 2019, our water recycling technology has halved our water usage, demonstrating our commitment to responsible resource management. Looking ahead, we are focused on reducing emissions, enhancing our renewable energy strategy and embracing circular economy principles. The evolving needs of our clients and the environment drive us to stay ahead of the curve, ensuring that County Linen remains a leader in sustainable textile services.

We believe financial responsibility and sustainability are not competing priorities – they are mutually reinforcing. Our investment in cutting-edge technology and sustainable practices is driven by a long-term financial strategy that ensures operational efficiencies translate into cost savings for our clients while maintaining a strong financial foundation. By balancing innovation with prudent financial planning, we remain competitive and resilient in an evolving industry.



Karl Bueggeln – Finance Director

TOGETHER FOR A SUSTAINABLE FUTURE

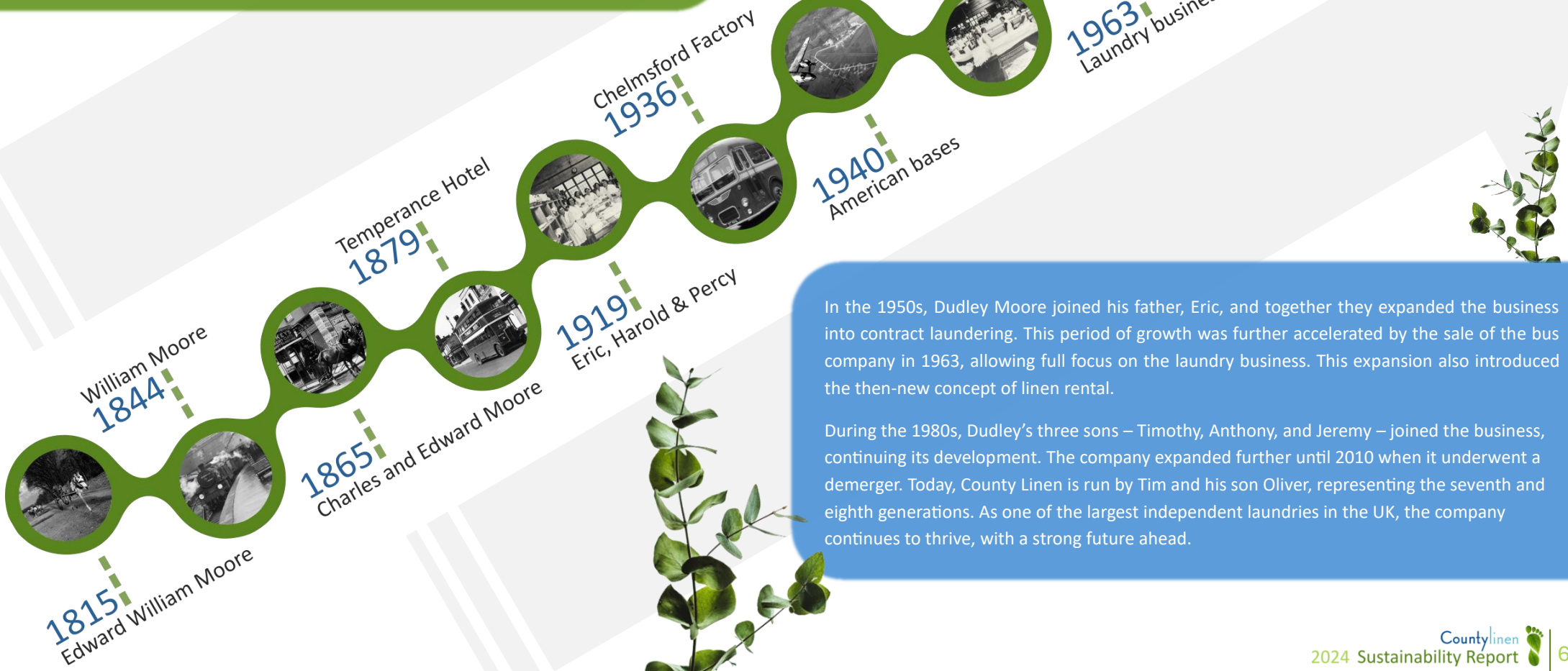


TIMELINE



At the end of the First World War, Eric, Harold, and their cousin Percy joined Moore's as the fifth generation in the family business. Around this time, William Moore faced challenges in employing a washerwoman for the Temperance Hotel. Recognising a wider need for clean uniforms for bus drivers and workshop staff, he partnered with the Croydon family to establish the Coggeshall and Kelvedon District Laundry.

This new initiative operated alongside the bus company and was driven by Eric. In 1936, a second plant was built in Chelmsford, allowing the business to expand further. During the Second World War, the laundries played a crucial role in servicing American bases, leading to significant growth. Shortly after the war, a dry-cleaning service was introduced in Chelmsford.



In the 1950s, Dudley Moore joined his father, Eric, and together they expanded the business into contract laundering. This period of growth was further accelerated by the sale of the bus company in 1963, allowing full focus on the laundry business. This expansion also introduced the then-new concept of linen rental.

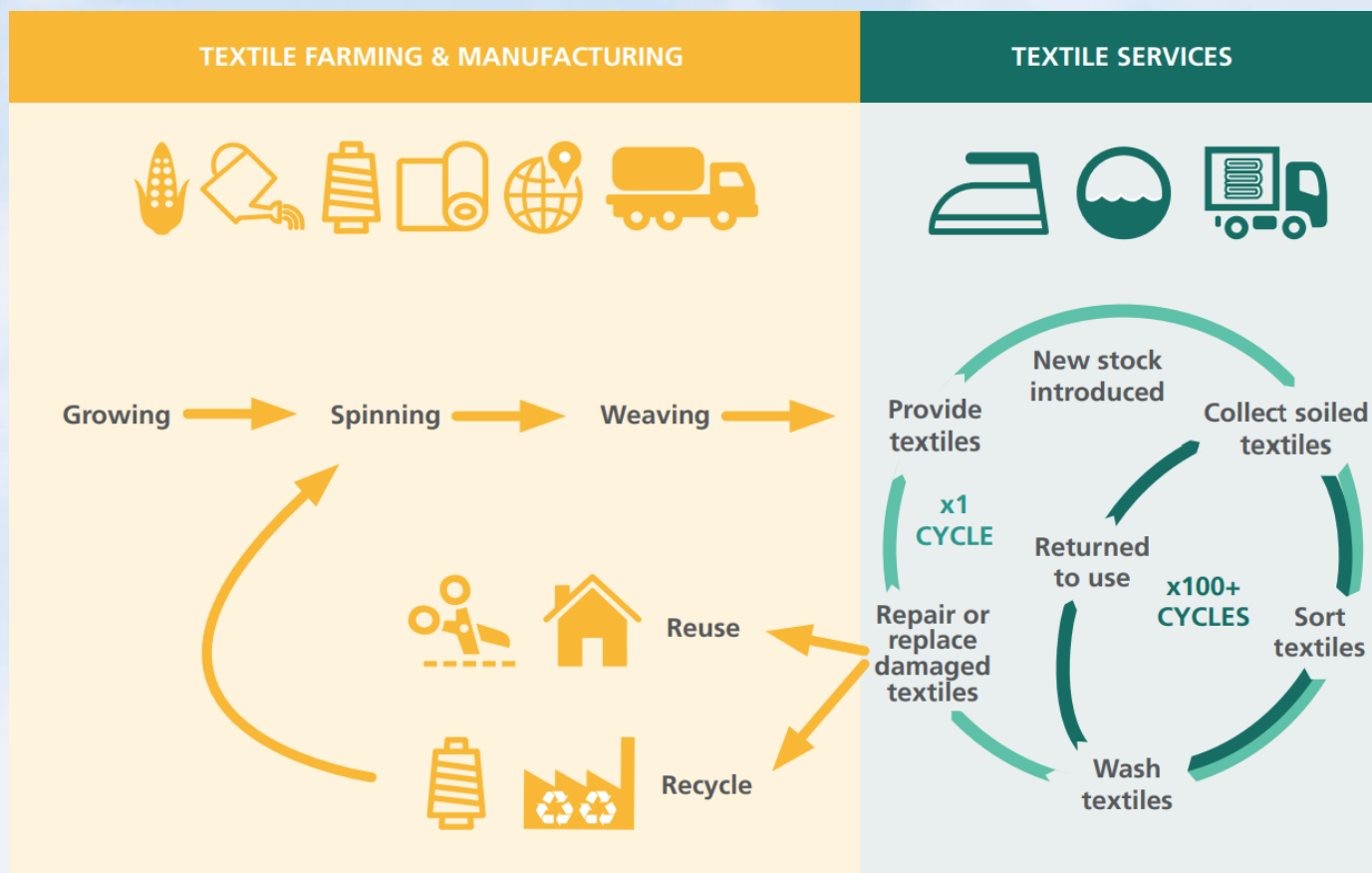
During the 1980s, Dudley's three sons – Timothy, Anthony, and Jeremy – joined the business, continuing its development. The company expanded further until 2010 when it underwent a demerger. Today, County Linen is run by Tim and his son Oliver, representing the seventh and eighth generations. As one of the largest independent laundries in the UK, the company continues to thrive, with a strong future ahead.



ENVIRONMENTAL IMPACT

CIRCULAR ECONOMY & TEXTILE

We operate within a circular economy framework, extending the lifespan of textiles through professional laundering, repair, and responsible end-of-life management. We prioritise high-quality, durable linens to minimise replacement frequency and environmental impact. Textile losses due to theft or misuse contribute significantly to the carbon footprint; therefore, we actively engage with customers to promote responsible usage.



ENERGY EFFICIENCY

We have been harnessing solar energy as part of our commitment to sustainability and reducing our reliance on non-renewable electricity. Since 2018, our solar panels have consistently contributed to our renewable energy strategy, generating:

- 2018: 53,291 kWh
- 2019: 49,551 kWh
- 2020: 49,436 kWh



- 2021: 46,977 kWh
- 2022: 51,791 kWh
- 2023: 48,008 kWh
- 2024: 40,781 kWh

Over the years, our solar energy production has played a crucial role in reducing carbon emissions and supporting our environmental commitments. While fluctuations in annual output reflect varying weather conditions and operational demands, we remain dedicated to increasing our renewable energy capacity.

We are currently expanding our solar panel installations, ensuring even greater energy generation in the years ahead.



Since 2009, we have reduced primary energy consumption by 50.4% through technological upgrades such as infrared drying and heat exchangers.

Powering all operations
with
100%
sustainable electricity.



Driers monitor moisture content to ensure no excess energy is lost in the processing and preparation of the towelling products.

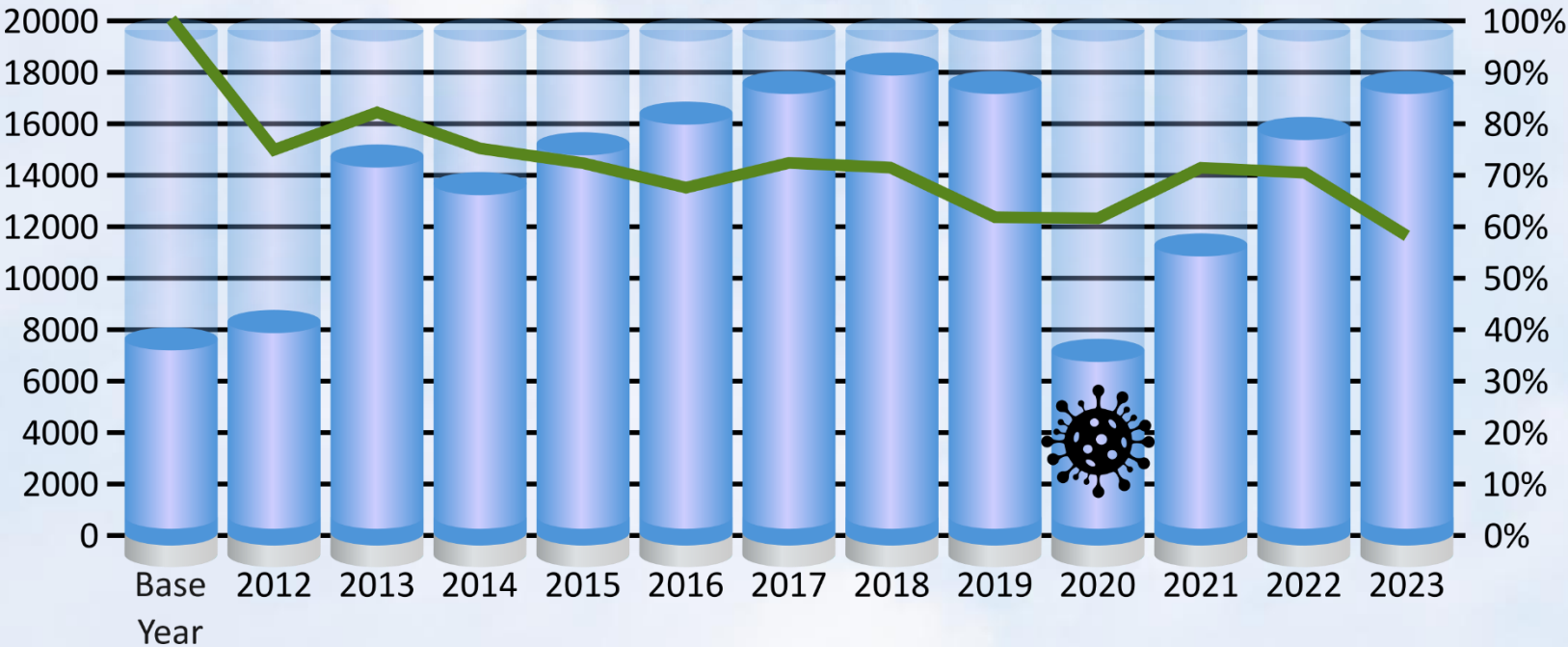


Company cars have fully transitioned to an electrified and hybrid fleet.



Company HGV fleet meet a minimum Euro 6 emissions standard.

Pieces Processed v kWhp Usage



Our recent investment
has led to over **40%** reduction
in kWh per tonne.



Total weight of pieces processed in tonnes



kWhp per tonnes usage



WATER STEWARDSHIP STATEMENT

We recognise that water is a vital resource, and we are committed to responsible water management across our operations. Through innovative partnerships and advanced technologies, we have successfully reduced our water consumption in our facilities by 50% since 2019. Our collaboration with Ecolab has enabled us to implement water recycling and heat recovery systems, significantly improving efficiency and minimising waste.

We continuously invest in closed-loop systems, filtration technologies, and process optimisation to ensure that every litre of water is used efficiently. Our approach aligns with industry best practices and supports our long-term goal of reducing our environmental footprint while maintaining the highest standards of textile care. As part of our commitment, we ensure that our operations remain fully compliant with all environmental regulations and industry standards, demonstrating our dedication to sustainable water use and regulatory excellence.

By prioritising water stewardship, we are actively working to protect local water resources, reduce consumption, and support a more sustainable future for our industry and the communities we serve.

Collaborative efforts with partners like Ecolab have enabled significant savings in chemical and water consumption.



Heat recovery systems ensure that only cold water leaves our sites.



“The energy recovery has generated savings of more than 1m kWh and a CO₂ reduction of almost 200.000kg.”

ECOLAB

WASTE MANAGEMENT & RECYCLING

WASTE MANAGEMENT

We are committed to responsible waste management, working with trusted recycling partners, including TLM Environmental, to maximise recycling efforts and minimise environmental impact. Through established collection and sorting programmes, we actively recycle textiles, paper, cardboard, plastics, metals, and electronic waste, continuously seeking ways to improve sustainability across our operations.

OUR EXISTING WASTE MANAGEMENT & RECYCLING EFFORTS

- Textile Recycling: Partnering with recyclers to repurpose end-of-life textiles. In the last 12 months alone, we have recycled over 82,000kg of linen, extending its life cycle and reducing the demand for new material production.
- Plastic Reduction: Conducting trials for plastic-free packaging and increasing the use of recycled materials to cut down on plastic waste.
- General Waste Management: We work with waste management providers to ensure responsible disposal and high recycling rates across our operations.
- WEEE Compliance: We actively participate in the Waste Electrical and Electronic Equipment (WEEE) Directive, ensuring responsible recycling and disposal of electronic equipment.

- Cardboard is fully recycled.
- Linen is reused, recycled & donated.
- 100% recyclable shrink wrap is used.



100% of office waste is recycled for a sustainable future.



ENHANCEMENTS & FUTURE COMMITMENTS

With the new waste management law taking effect in April 2025, we are expanding our sustainability efforts. To meet stricter regulations and improve overall waste management, we will focus on:

- Improving Waste Separation: Enhancing sorting processes to reduce contamination and maximise recycling efficiency.
- Encouraging Upcycling: Finding innovative ways to repurpose materials and extend their usability.
- Minimising Packaging Waste: Focusing on bulk purchasing and reusable alternatives to reduce unnecessary waste.
- Introducing Smart Bin Technology: Implementing systems to simplify sorting and improve recycling outcomes.
- Increasing Employee Engagement: Expanding training and awareness programmes to reinforce sustainable practices across our operations.
- Sustainable Materials in Transport and Engineering: We are reviewing ways to improve the recycling and reuse of vehicle components and engineering materials.

GHG REPORTING

DECLARATION OF SUSTAINABILITY COMMITMENTS

GHG Emissions & Carbon Reduction Commitment

We are committed to measuring, managing, and reducing our greenhouse gas (GHG) emissions in line with the GHG Protocol and Climate Change Agreement (CCA) reporting standards. Our emissions data is reported transparently, and we actively pursue strategies to minimise our environmental impact.

	GHG Emissions Metric Tonnes (tCO ₂ e)	
	2023	2024
Total Scope 1	3,909	3,770
Total Scope 2	0	182
Total Scope 3	4233	4055

Reducing Scope 1 & Energy Efficiency

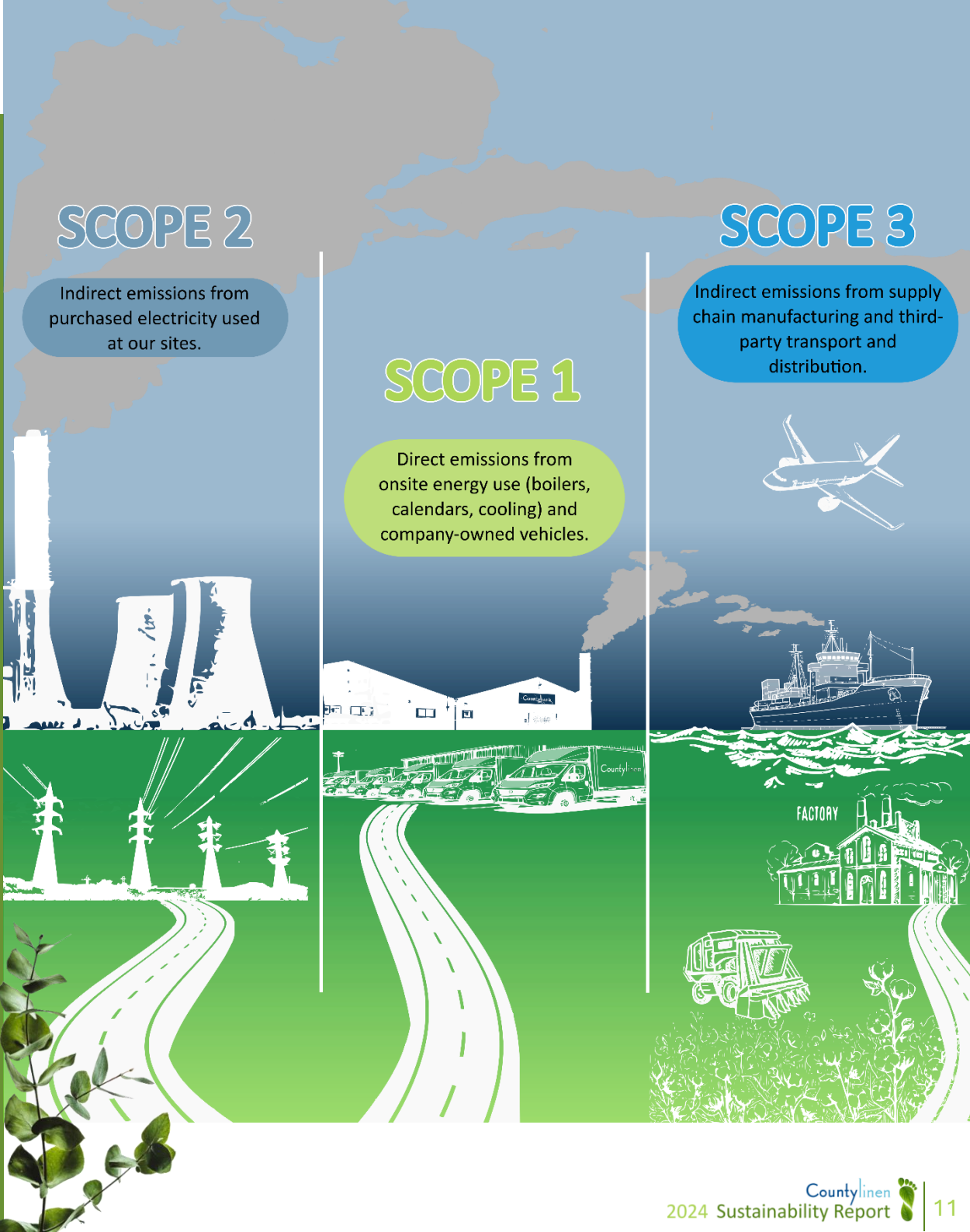
Scope 1 emissions, resulting from our direct fuel consumption, remain a key focus of our reduction efforts. To address this, we are investing in:

- Energy-efficient equipment to reduce fuel consumption in our operations.
- Fleet optimisation and low-carbon vehicles to lower transportation emissions.
- Heat recovery systems to maximise energy efficiency and minimise waste.

Managing Scope 2 Through Renewable Energy

We are committed to sourcing renewable electricity to lower our indirect emissions:

- 2023: 100% of our purchased electricity was backed by Renewable Energy Guarantees of Origin (REGOs), resulting in zero Scope 2 emissions.
- 2024: Renewable electricity with REGOs was secured for five months, leading to 182 tCO₂e of Scope 2 emissions.



Scope 3 Emissions & Supply Chain Engagement

We recognise that Scope 3 emissions represent a significant portion of our total carbon footprint.

To reduce our Scope 3 impact, we are actively:

- Engaging with key suppliers to track and reduce emissions within our value chain.
- Optimising logistics and transportation to improve efficiency and reduce third-party emissions.
- Encouraging sustainable business practices across our customer and partner network.

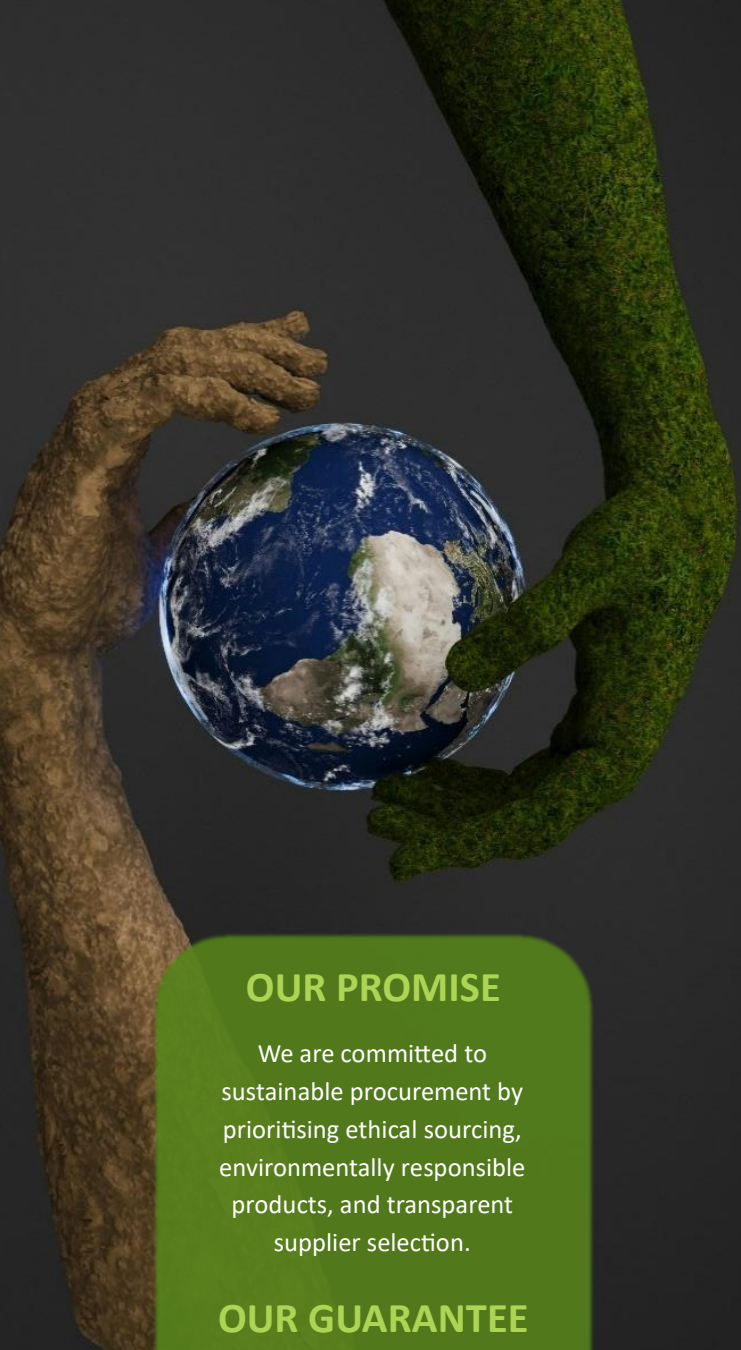
Carbon Neutral Certification for Scope 1 & 2

We are proud to be certified as Carbon Neutral by Carbon Neutral Britain for Scope 1 and Scope 2 emissions. This certification is achieved through verified carbon offset programmes that support global environmental initiatives, ensuring that all direct emissions from fuel consumption and purchased electricity are fully offset.

Our ongoing commitment includes:

- Maintaining carbon neutrality for Scope 1 and 2 by continuing to offset all residual emissions.
- Further reducing absolute emissions through energy efficiency and operational improvements.
- Expanding our investment in renewable energy.
- Enhancing data collection and reduction strategies for Scope 3 emissions, focusing on supplier collaboration and sustainable procurement.





SUSTAINABLE PROCUREMENT & SUPPLY CHAIN DUE DILIGENCE

SUPPLIER SUSTAINABILITY QUESTIONNAIRE & RISK ASSESSMENT

To uphold ethical and environmental standards, we require all suppliers to complete our Supplier Sustainability Questionnaire upon onboarding. This assessment evaluates:

- Compliance with labour rights, fair wages, and workplace safety.
- Environmental practices, including energy efficiency, water conservation, and waste reduction.
- Ethical sourcing of textiles, including Better Cotton Initiative (BCI), OEKO-TEX®, and EU Ecolabel certifications.
- Carbon reduction strategies and responsible logistics practices.
- Certified management systems, including:
 - ISO 9001 (Quality Management).
 - ISO 14001 (Environmental Management).
 - ISO 14065 (Textile Certification for Environmental Impact).
 - Any other relevant sustainability or operational accreditations.

Additionally, we conduct annual risk assessments, classifying suppliers into low, medium, or high risk based on compliance status, geographic risk factors, and industry benchmarks.

ETHICAL COMPLIANCE: MODERN SLAVERY & CHILD LABOUR

We strictly prohibit modern slavery, human trafficking, and child labour within our supply chain and require all suppliers to comply with:

- The UK Modern Slavery Act 2015, ensuring ethical labour practices and transparency.
- International Labour Organisation (ILO) standards on worker rights and child labour prevention.
- SEDEX (Supplier Ethical Data Exchange) principles, reinforcing responsible sourcing.

OUR PROMISE

We are committed to sustainable procurement by prioritising ethical sourcing, environmentally responsible products, and transparent supplier selection.

OUR GUARANTEE

Our approach ensures that our supply chain meets high sustainability standards while maintaining quality, compliance, and operational efficiency.





Earlier in 2024 we made a pivotal commitment to sustainability by exclusively supporting the Better Cotton initiative.



SENIOR MANAGEMENT SITE VISITS & FIRST-HAND ASSESSMENTS

As part of our commitment to ethical sourcing, senior management personally visit our largest international supplier in Egypt every few years. These visits allow us to:

- Inspect working conditions and labour practices firsthand to ensure ethical standards are upheld.
- Assess environmental practices at production facilities, including energy, water, and waste management.
- Engage directly with supplier leadership to discuss sustainability commitments and long-term improvements.

By witnessing supplier operations firsthand, we strengthen our ability to ensure compliance beyond certifications and questionnaires.

ANNUAL ACCREDITATION REVIEW & CONTINUOUS MONITORING

To ensure long-term compliance and continuous improvement, all suppliers must submit updated sustainability certifications and accreditations annually. This process helps us:

- Verify that suppliers maintain compliance with key sustainability standards.
- Identify any gaps or expired certifications requiring corrective actions.
- Strengthen our ability to work with suppliers on continuous improvement initiatives.

By integrating proactive risk assessment, senior management site visits, accreditation tracking, and continuous supplier monitoring, we ensure that our supply chain supports ethical business practices, responsible procurement, and long-term sustainability goals.

TRIALLING SUSTAINABLE CHEF WEAR

As part of our sustainability efforts, we are trialling eco-friendly chef wear made from recycled plastic bottles. By repurposing plastic waste into durable workwear, we reduce reliance on virgin materials and lower our environmental impact. These garments are also designed for low temperature washing and quick drying, helping to reduce water and energy consumption in our laundry operations.



GOVERNANCE & COMPLIANCE

SUSTAINABILITY GOVERNANCE & COMPLIANCE

We are committed to the highest standards of sustainability, legal compliance, and risk management. To uphold these principles, we partner with The Compliance People, a specialist provider of regulatory compliance, risk assessment, and environmental management solutions.

Through this collaboration, we maintain a comprehensive legal register, ensuring full compliance with environmental, labour, and health & safety legislation. This proactive approach safeguards our operations from regulatory breaches, fines, and reputational risks.

KEY COMPLIANCE ACHIEVEMENTS THROUGH OUR PARTNERSHIP:

Legal Compliance Reinforced – Continuous updates to our legal register guarantee that all operations adhere to UK and international environmental laws, minimising legal exposure and ensuring we meet or exceed industry regulations.

Risk Mitigation at Every Level – By systematically identifying hazards, such as environmental liabilities, workplace safety threats, and supply chain vulnerabilities, we take swift corrective action to eliminate risks before they escalate.

Preventative Measures for Workplace Safety – Rigorous compliance tracking has led to zero major incidents, with enhanced protocols in manual handling, fire safety, PPE usage, and hazardous substance management.

Proactive Environmental Protection – Our structured compliance framework has driven significant sustainability gains, including a 50% reduction in water consumption, enhanced energy efficiency, and increased recycling initiatives.

This structured compliance strategy ensures we not only meet legal requirements but also stay ahead of regulatory shifts, reducing exposure to financial and operational risks. By embedding rigorous legal oversight into our sustainability approach, we reinforce transparency, accountability, and continuous environmental and social improvement.

THE
COMPLIANCE
PEOPLE

LEGISLATION SERVICE

An innovative and easy to use online system with bespoke legal compliance management.



SAFE & HEALTHY WORKPLACE

OUR COMMITMENT TO A SAFE AND HEALTHY WORKPLACE

The health, safety, and wellbeing of our employees, customers, and stakeholders are fundamental to our sustainability commitments. A safe workplace is not just a legal requirement but a core value that underpins our long-term success and operational excellence.

We implement a proactive and preventative approach to ensure that our employees, customers, and partners can operate in a safe and secure environment. This means:

- Identifying and controlling risks through rigorous risk assessments, workplace audits, and safety inspections to prevent accidents and injuries before they occur.
- Investing in employee training and awareness, ensuring that all staff members receive ongoing, role-specific health and safety training that enables them to recognise hazards, take preventative action, and respond effectively in emergencies.
- Maintaining compliance with the Health and Safety at Work Act 1974 and industry best practices, ensuring that we meet or exceed regulatory standards in manual handling, fire safety, PPE use, hazardous substance management (COSHH), and ergonomics.
- Promoting a culture of shared responsibility, where employees at all levels are encouraged to report hazards, near-miss incidents, and safety concerns without fear of reprisal. We empower teams through open communication, toolbox talks, and regular safety briefings to promote awareness and accountability.
- Promoting mental and physical wellbeing, recognising that a healthy workforce is a productive workforce. We provide access to mental health resources, stress management support, and workplace wellbeing initiatives, ensuring that employees feel supported both physically and emotionally.
- Implementing robust emergency response plans, including fire drills, first aid training, crisis management protocols, and incident reporting procedures, ensuring our employees are prepared for any potential safety risks.

KEY ACHIEVEMENTS & PROGRESS

- Zero major workplace incidents in the past year. 100% of employees completed mandatory health and safety training.
- Investment in ergonomic workstations and safer manual handling procedures to prevent injuries.
- Mental health & wellbeing initiatives introduced, supporting employee resilience and work-life balance.





DEDICATION, EXPERIENCE, AND RETENTION



14.58%

Employees having 10 years + of service, showing long-term dedication.

300+

Years of combined industry experience on our Senior Management team.

41

It's our average age of employees, balancing an experienced team with newer talent.

72%

New joiners' rating

92%

Leavers' rating

Staff satisfaction surveys reflect positive workplace experiences highlighting a supportive and engaging work environment.

Our workforce reflects a strong balance of long-serving employees, experienced leadership, and fresh talent. A stable and committed team contributes to our success, with low staff turnover and high retention rates highlighting a positive work environment. Longstanding employees demonstrate the loyalty and engagement built within the business, while ongoing investment in training and development ensures future growth. Employee satisfaction remains high, reinforcing the supportive culture that encourages career longevity and professional development.

On average, employees at County Linen remain with the company for five years, surpassing the UK average. This longevity speaks to the positive workplace culture and strong sense of belonging within our team.

Over the last 12 months, County Linen's 1.36% staff turnover rate reflects the high level of job satisfaction and stability within our workforce.

We currently have an apprentice working towards a Level 4 qualification in Cyber Security, reinforcing our commitment to developing future talent and investing in specialist skills within our workforce.

20%

Female

80%

Male

Management gender split.



WORKPLACE

We are committed to maintaining safe working conditions across our factories, offices, and vehicles, in line with our Health & Safety, Workplace Conduct & Behaviour, and Labour & Human Rights Policies.

Regular risk assessments and training ensure high safety standards, while clear guidelines on conduct, equipment use, and vehicle operation support a secure and efficient environment. Employees are provided with high-quality protective gear, well-maintained facilities, and the resources needed to perform their roles effectively.

We encourage staff to report any hazards, maintenance needs, or concerns to management for prompt action and ongoing improvements. In addition to workplace safety concerns, County Linen has a formal Whistleblowing Policy that allows employees and stakeholders to report unethical behaviour, misconduct, or violations of company policies confidentially and without fear of retaliation.



FAIR PAY

We are committed to fair and equitable pay for all employees, in line with our Labour & Human Rights Policy and Employee Support & Well-being Policy. All staff receive at least a living wage, regardless of age, reinforcing our dedication to financial well-being and fairness.

We conduct an annual pay review to keep salaries competitive, considering cost-of-living changes, experience, and role-specific responsibilities. This ensures pay reflects employee contributions, supports career growth, and maintains a motivated workforce. We also uphold equal opportunities, ensuring all employees have access to fair wages and progression, regardless of background or circumstances.





COMMITMENT TO REGULAR TRAINING

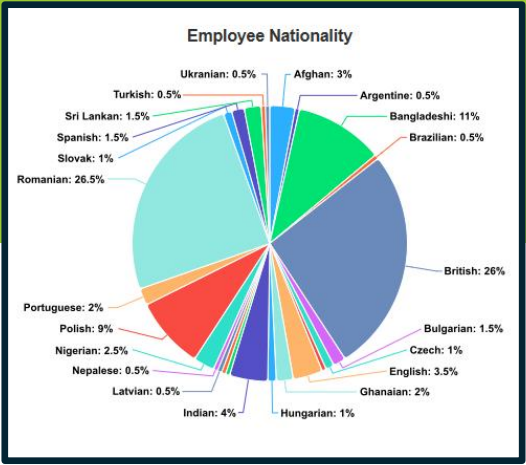
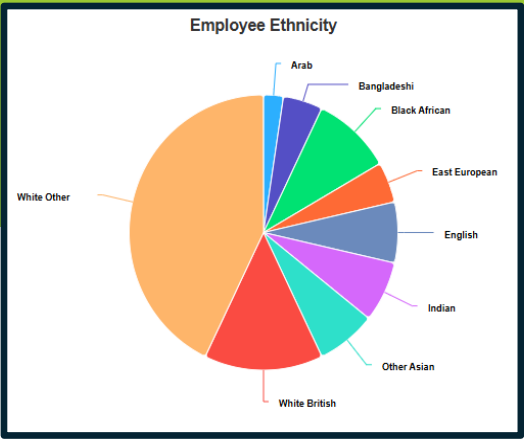
We are dedicated to providing ongoing training to ensure all employees uphold the highest standards of safety, security, and operational excellence. In addition to a wide range of training sessions, seminars, webinars, and industry exhibitions available to employees at all levels throughout the year, we also conduct an annual comprehensive training programme, which includes:

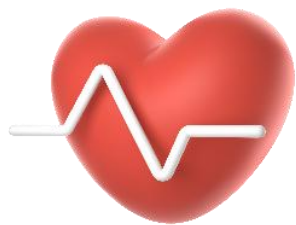
- Health & Safety.
- Fire Training.
- First Aid.
- Risk Assessments.
- HACCP (Hazard Analysis and Critical Control Points).
- Eyesight Test.
- Driver Fatigue.
- Vulnerable Road User.
- E-Learning FORS Cycle Safety.
- E-Learning FORS HGV Bridge Smart.
- FORS Truck Smart.
- Vehicle/Equipment Security & Theft.
- E-Learning FORS Security/Terrorism.
- Engine Idling.

WORKFORCE DIVERSITY AND INCLUSION

We recognise the importance of a diverse workforce and the value it brings to our business. Women make up 32% of our team, playing a vital role in all areas, from operations to leadership. We are committed to ensuring women have equal opportunities for career growth, development, and progression.

Our employees come from a wide range of ethnic and national backgrounds, creating a multicultural environment that strengthens collaboration and problem-solving. We are dedicated to equal opportunities, ensuring every employee is valued, supported, and given the chance to succeed in their career.





EMPLOYEE HEALTH, WELL-BEING, AND WORKPLACE SUPPORT

We are committed to supporting employee health and well-being through a range of dedicated policies.

Our Mental Health & Well-being and Stress Management policies provide resources to help manage workplace pressures, while the Long-Term Health Condition policy ensures appropriate support and workplace adjustments for those with chronic illnesses. We recognise the impact of menopause and offer guidance and accommodations to ensure a comfortable working environment.

Our Pregnancy and Maternity Rights and Adoption policies provide essential support for employees starting or growing their families.

Additionally, our Flexible Working policy helps employees balance personal and professional commitments.

At County Linen, we support employee well-being beyond the workplace. Our company football team is open to all, bringing together staff of all ages, backgrounds, and genders. It provides an opportunity to stay active, work as a team, and enjoy weekly matches. It's also a great way to unwind, connect with colleagues across different roles and departments, and build strong workplace relationships.



COMMUNITY ENGAGEMENT & SOCIAL RESPONSIBILITY

We recognise the importance of supporting our local community through donations, sponsorships, and employee volunteering. Our contributions include:

- Linen Donations – Providing surplus linen to charities, supporting textile recycling projects and community initiatives.
- Financial Contributions – Supporting local causes such as care homes and end-of-life charities through direct donations.
- Event Sponsorships – Assisting with fundraising efforts and community events by providing financial support and prizes.
- Employee Volunteering – We actively encourage employees to engage in community service by offering paid volunteer time, allowing them to support local non-profit organisations.

Corporate
Social
Responsibility



MODERN SLAVERY

STATEMENT

We are committed to ethical business practices and ensuring that modern slavery and human trafficking have no place in our operations or supply chain. We take a risk-based approach to due diligence, ensuring compliance with all relevant modern slavery regulations, including the UK Modern Slavery Act 2015.

Our supply chain extends globally, and we work closely with suppliers to uphold strict labour standards, ethical procurement, and human rights protections. We prioritise partnerships with organisations that adhere to SEDEX (Supplier Ethical Data Exchange) principles, Better Cotton Initiative (BCI), and OEKO-TEX® certifications to ensure responsible sourcing practices. Regular audits, supplier assessments, and contractual obligations reinforce our commitment to eradicating forced labour and exploitation within our supply chain.

County Linen provides training for employees and procurement teams to identify and mitigate risks related to modern slavery. We encourage transparency and accountability across all levels of our business and have established a whistleblowing mechanism to report any concerns related to unethical labour practices.

Our commitment to sustainability extends beyond environmental impact. We believe in ethical trade, fair wages, and respect for human rights. We continuously review and strengthen our policies to ensure alignment with international standards and industry best practices, reaffirming our dedication to a sustainable and responsible future.



County Linen is a proud and long-standing member of SEDEX, demonstrating our commitment to ethical business practices and responsible supply chain management. SEDEX membership enables us to uphold the highest standards in labour rights, health and safety, environmental impact, and business integrity. By being part of SEDEX, we strengthen our commitment to a socially responsible and sustainable future.



KEY SUSTAINABILITY GOALS & PERFORMANCE INDICATORS

REDUCING CARBON EMISSIONS & ENERGY USE

Goal: Improve energy efficiency and reduce carbon emissions by adopting low-carbon technologies, heat recovery, and renewable energy.

KPI: Reduce CO₂ emissions (Scope 1 & 2) by 10% by 2026; cut energy consumption per tonne of linen processed by 15%.

OPTIMISING WATER CONSUMPTION

Goal: Maintain and enhance water efficiency through advanced filtration and recycling systems.

KPI: Sustain a 50% water reduction compared to 2019; target an additional 3% reduction by 2026 through new efficiency measures.

TEXTILE RECYCLING & CIRCULAR ECONOMY

Goal: Maximise textile lifespan through reuse, repair, and recycling initiatives.

KPI: Maintain 100% of textiles reused, recycled, or donated.

SUSTAINABLE SOURCING & SUPPLIER COMPLIANCE

Goal: Ensure textiles meet leading sustainability and ethical standards by working with certified suppliers.

KPI: 60% of textiles sourced from BCI, OEKO-TEX®, or EU Ecolabel suppliers by 2025, rising to 85% by 2026; conduct annual supplier audits to verify compliance.

REDUCING PLASTIC WASTE

Goal: Reduce overall plastic use by transitioning to recyclable, biodegradable, or reusable alternatives across packaging materials used in operations, supply chain, and customer deliveries.

KPI: 30% reduction in plastic use by 2025, 70% by 2026, focusing on lightweight materials and alternative packaging solutions, such as reusable containers for transport.

FLEET & LOGISTICS EFFICIENCY

Goal: Reduce emissions from transportation through route optimisation and low-emission vehicles.

KPI: Fuel consumption per delivery reduced by 10% by 2025; transition 15% of commercial vehicles to low-emission alternatives by 2026.

EMPLOYEE ENGAGEMENT, TRAINING & DIVERSITY

Goal: Ensure all employees are engaged in sustainability and promote an inclusive workplace.

KPI: 80% of employees trained in sustainability practices by 2025, increasing to 100% by 2026; monitor workforce diversity and gender balance annually.

SUSTAINABILITY GOVERNANCE & TRANSPARENCY

Goal: Strengthen compliance and ensure transparency in sustainability performance.

KPI: Annual sustainability reviews conducted, public updates on key sustainability initiatives, and 100% compliance with environmental and labour regulations.

ROADMAP

OUR PROGRESS SO FAR

We use 100% sustainable electricity.

Heat recovery systems ensure only cold water leaves our site.

We recycle all the cardboard we use.

Driers monitor moisture to control energy.

Minimum Euro 6 standard emissions.

Company cars are transitioned to electric/hybrid fleet.

All our packaging is fully recyclable.

Achieved a 50.4% reduction since 2009.

OUR FUTURE OBJECTIVES

Lower our paper consumption.

Go fully paperless with our delivery notes.

Work with suppliers to reduce packaging.

Continue 100% office waste recycling.

We will continue trialling electric commercial vehicles.

Incrementally reduce Scope 3 emissions 5% annually.

TARGETS FOR 2030 (SDGs)

Reduce Scope 1 & 2 emissions by 70% from 2009 baseline.

Allocate 5% of annual profits to sustainability initiatives.

Reduce water consumption by 60% (from 2019 baseline).

Achieve full closed-loop water recycling in operations.

Achieve 90% textile waste diversion from landfill.

Eliminate single-use plastic in packaging.

Achieve 40% female leadership in management.

CERTIFICATIONS & PROGRESS



We are proud to have achieved several key sustainability and compliance certifications, demonstrating our commitment to high standards in environmental, ethical, and operational excellence:



The UK trade body representing commercial laundries, promoting industry standards, innovation, and sustainability.

The Climate Change Agreement (CCA) is a UK government scheme that helps energy-intensive industries reduce carbon emissions.



A Carbon Neutral Certificate certifies that an organisation has balanced its carbon emissions through reduction and offset initiatives.

An Offsetting Certificate verifies carbon emissions reduction through investment in sustainable projects and environmental initiatives.



An international standard for quality management, ensuring efficiency, consistency, and customer satisfaction.

An international standard for effective environmental management and sustainability practices.



Global platform for ethical supply chain management, promoting transparency, labour rights, and responsible business practices.

A UK government-backed certification that helps organisations protect against common cyber threats and improve security.



A fleet accreditation ensuring safety, efficiency, and environmental responsibility.

CERTIFICATIONS & PROGRESS



We are actively progressing with various sustainability initiatives to enhance environmental performance, compliance, and responsible operations:



Actively engaged in EcoVadis sustainability assessment, benchmarking our ESG performance against industry best practices for continuous improvement.



Obtain **Cyber Essentials Plus** certification to enhance cybersecurity, safeguard systems, and ensure compliance with industry standards for data protection.



Achieve **ISO 14065** certification to improve environmental data verification, enhance transparency, and ensure compliance with sustainability regulations.



Participating in GLARE to align operations with industry sustainability standards, ensuring environmental compliance and ethical sourcing commitments.



Develop a structured plan to reduce emissions, aligning with national and industry climate goals for sustainability.



Quantify and reduce indirect emissions across supply chains, logistics, and products to achieve comprehensive carbon footprint reduction.

OUR COMMITMENT TO A SUSTAINABLE FUTURE

Sustainability is embedded in every aspect of our operations, driving responsible choices that reduce our carbon footprint while maintaining excellence in service. Progress has been made in reducing emissions, optimising water and energy consumption, enhancing recycling efforts, and strengthening ethical sourcing practices.

Innovation and continuous improvement remain at the heart of our approach. Further reductions in emissions will be achieved through energy efficiency and fleet optimisation. Textile recycling and circular economy initiatives will be expanded to minimise waste. Supplier accountability will be reinforced through ethical sourcing and compliance standards. Investment in green technologies will continue to drive long-term sustainability.

Recognition of these efforts has been reflected in our industry achievements. County Linen was awarded **Best Commercial Laundry of the Year at the 2023 LADAS Awards** and **Most Innovative Company in 2024**, a testament to our commitment to sustainability, efficiency, and pioneering change.

Employees, customers, and partners are essential in this journey. Their collaboration and commitment ensure meaningful progress towards a cleaner, greener, and more responsible future. Our **carbon footprint**, symbolised by a footprint of leaves, represents our dedication to environmental responsibility and sustainable growth.



Countylinen 2024 SUSTAINABILITY REPORT

