



SWITCH WITHOUT DISRUPTION

# THE PRACTICAL GUIDE TO CHANGING YOUR **WORKWEAR** **AND LAUNDRY** PROVIDER



**JOHNSONS**  
Workwear

# WHAT'S IN THIS GUIDE?

Changing your workwear or laundry provider can feel like a bigger job than it needs to be.

There are employees to kit out, garments to source, compliance requirements to consider and an existing service to transition from. For many businesses, the prospect of disruption is enough to stay with a supplier that may no longer be delivering the service, quality or value they need.

But switching doesn't have to mean disruption.

With the right planning and the right partner, you can move to a new workwear provider in a controlled, structured way, with minimal impact on your workforce and day-to-day operations.

This guide explains what to consider before switching, what to look for in a new supplier and how a managed transition can make changing provider simpler than you might expect.

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# IS IT TIME TO SWITCH WORKWEAR PROVIDER?

Workwear is something your business relies on every day, but it's easy to overlook when the service is working reasonably well.

The problem is that “reasonable” can quickly become the accepted standard. A few late deliveries here, a damaged garment there or a growing pile of administrative tasks might not seem significant individually.

Over time, however, these issues can add up to a service that's costing your business more than it should.

## You may be considering a change because:

- Garments aren't arriving when needed
- Quality has declined or garments aren't lasting as long
- Repairs and replacements are taking too long
- Employees are receiving inconsistent levels of service
- Your supplier is difficult to contact or slow to respond
- You're spending too much time managing workwear internally
- Your current service doesn't adequately support your compliance requirements
- Pricing has increased without a corresponding improvement in service
- Your business has changed and your existing supplier can no longer meet your requirements
- You want a more sustainable approach to workwear management



You don't necessarily need to wait until your contract is coming to an end before assessing your options.

A regular review can help you understand whether your current supplier is still delivering what your business needs and, importantly, whether there are better options available.

# THE FIRST STEP: ASSESS YOUR CURRENT SERVICE



Before approaching a new supplier, take an honest look at your current arrangement. Ask your team:

## **Is the service reliable?**

Are garments consistently available, delivered and collected when expected?

## **Is the quality right?**

Are garments comfortable, durable and appropriate for the roles they're being used for?

## **Is compliance being supported?**

Can you demonstrate that garments are being appropriately maintained and managed?

## **Is the service easy to manage?**

How much time do your teams spend dealing with orders, missing garments, repairs, replacements and employee changes?

## **Does the service offer value?**

Are you getting the level of service and support you'd expect for what you're paying?

If the answer to several of these questions is no, it may be time to look at what's available elsewhere.

# WHAT SHOULD YOU EXPECT FROM YOUR NEXT WORKWEAR PROVIDER?

Switching supplier shouldn't simply mean replacing one set of garments with another.

It's an opportunity to reassess the entire way your organisation manages workwear.

The right provider should be able to demonstrate how its service will make workwear easier to manage while delivering the quality, compliance and consistency your workforce requires.

Look beyond the initial garment price and consider the complete service.



## Garment quality and suitability

Your workwear needs to perform in the environments where it's being used. That means selecting garments based on the demands of the role, not simply appearance or initial cost.

Consider durability, comfort, fit, fabric performance, required protection and how garments will perform through repeated industrial laundering.



## Professional laundering

Workwear needs to be cleaned properly to maintain hygiene, appearance and, where applicable, protective performance.

Ask prospective suppliers about their laundering processes, quality controls and how they ensure garments are returned ready for use.



## Repairs and replacement

Garments inevitably experience wear and damage.

A good supplier should have a clear process for identifying garments that need repair or replacement, rather than leaving employees or managers to deal with damaged clothing themselves.



## Reliable supply

Your employees need the right garments when they need them.

Ask how a supplier manages stock, new starters, leavers, replacements and additional requirements as your workforce changes.



## Account management

Workwear shouldn't become another administrative burden for your team.

A dedicated account manager and clear points of contact can make a significant difference when issues need resolving or your requirements change.



## Compliance support

If you're providing protective workwear or PPE, you need confidence that garments remain appropriate for their intended use.

Your supplier should be able to explain how garments are selected, maintained, laundered and managed throughout their lifecycle.

# THE HIDDEN COST OF STAYING WITH THE WRONG SUPPLIER

When businesses compare workwear providers, it's tempting to focus on the headline price.

But the cheapest service on paper isn't necessarily the cheapest option in practice.

Consider the time your employees spend chasing missing garments, arranging replacements, dealing with damaged clothing or managing stock. Add the cost of garments that need replacing prematurely, service failures that affect operations and the potential consequences of inadequate workwear management.

These costs can be difficult to see because they're spread across different teams and budgets.

For example, a procurement team may see a relatively competitive garment price while an operations team spends hours dealing with service issues. HR may be managing new starter clothing while health and safety teams try to establish whether garments remain suitable.

A managed workwear service can bring these responsibilities together, providing one structured service rather than leaving different teams to manage separate parts of the process.



## Don't just compare prices. Compare the service.

When assessing potential suppliers, ask each one to explain:

- What's included in the price?
- Who manages repairs?
- How are replacement garments provided?
- How are new starters fitted and supplied?
- How are leavers managed?
- How frequently are garments collected and laundered?
- How is compliance supported?
- Who's responsible for account management?
- What happens if your workforce grows?
- What happens when you need additional garments?

The answers will tell you far more about the true value of the service than the garment price alone.



# YOUR WORKWEAR SUPPLIER SWITCHING CHECKLIST

Before committing to a new provider, make sure you've considered the following.

## Service

- ☐ Is the collection and delivery schedule suitable for your business?
- ☐ Is there a clear process for handling missing or damaged garments?
- ☐ Will you have a dedicated point of contact?
- ☐ Can the provider accommodate changes to your workforce?

## Garments

- ☐ Are the garments suitable for the roles and working environments involved?
- ☐ Can employees try garments before you commit?
- ☐ Are there options for different sizes, fits and requirements?
- ☐ Can garments be branded to your organisation?

## Compliance

- ☐ Are relevant standards and certification clearly documented?
- ☐ How are garments inspected and maintained?
- ☐ How does laundering affect garment performance?
- ☐ Can the supplier provide evidence of its processes?

## Commercial considerations

- ☐ What's included in the service?
- ☐ Are there additional charges for repairs or replacements?
- ☐ What happens when employees join or leave?
- ☐ How does the contract work?
- ☐ What are the notice and termination arrangements?

## Sustainability

- ☐ How does the supplier extend garment life?
- ☐ What happens to garments at the end of their usable life?
- ☐ How does its laundering operation manage water and energy consumption?
- ☐ Can the supplier support your organisation's wider sustainability objectives?



# HOW TO SWITCH WITHOUT DISRUPTING YOUR WORKFORCE

One of the biggest concerns about changing suppliers is the transition itself.

What happens to the garments your employees currently wear? When will the new garments arrive? How will everyone be measured and fitted? Will there be a gap between services?

These are legitimate questions, which is why switching should be treated as a planned implementation rather than simply changing suppliers on a particular date.

**A well-managed transition can be broken down into five stages.**

## Stage 1

### Review

Start by understanding your current workwear requirements.

Consider employee numbers, roles, garment types, sizes, branding, compliance requirements, collection schedules and any particular challenges you're currently experiencing.

This gives your new provider a clear picture of what needs to be delivered.

## Stage 2

# Plan

Once you've selected a supplier, agree a transition plan.

This should cover garment selection, fitting, branding, employee information, delivery arrangements and implementation dates.

The more clearly the transition is planned, the less likely it is to interfere with normal operations.

## Stage 3

# Select

Choose garments that are appropriate for your workforce and the environments in which they operate.

Where employees have different roles or requirements, a tailored approach can ensure people receive workwear that's fit for purpose rather than forcing everyone into the same solution.

## Stage 4

# Transition

The new supplier should coordinate the introduction of the new service to align with your operational requirements.

This may include employee fitting, garment allocation, branding, delivery and collection arrangements.

The objective is simple: your employees should be able to continue doing their jobs while the supplier manages the transition in the background.

## Stage 5

# Manage

Once the new service is established, the focus moves from implementation to ongoing management.

Garments are collected, laundered, inspected and returned. Repairs and replacements are managed as required, while changes to your workforce can be incorporated into the service.

The result is a workwear arrangement that continues to adapt as your business changes.



# WHAT SHOULD A MANAGED WORKWEAR SERVICE INCLUDE?

A managed service should go considerably further than supplying garments.

For many organisations, the real value comes from taking responsibility for the ongoing lifecycle of those garments.

That can include:



## Garment selection and fitting

Helping you identify suitable garments and ensuring employees have the right fit.



## Branded workwear

Providing a consistent and professional appearance across your workforce.



## Collection and delivery

Managing the movement of garments between your workplace and the laundry facility.



## Professional laundering

Cleaning garments using processes designed for workwear and its specific requirements.



## Inspection and repair

Identifying garments that need attention and repairing them where appropriate.



## Replacement

Removing garments from service when they're no longer suitable and providing replacements.



## Account management

Giving you a dedicated contact who understands your business and can help manage changes or resolve issues.

**This approach means your organisation doesn't have to coordinate all of these activities independently.**

# COULD RENTAL BE A BETTER WAY TO MANAGE YOUR WORKWEAR

For businesses used to buying workwear outright, rental can represent a significant change in how garments are managed.

Rather than purchasing garments and taking responsibility for their ongoing care, a managed rental service brings garment supply, laundering, maintenance and replacement together.

This can reduce the amount of administration your teams have to handle and remove the need to manage large quantities of workwear stock.

It can also make it easier to accommodate changes in your workforce.

When employees join, leave or change roles, the workwear requirement changes with them. A managed service can help organisations respond to those changes without having to continually purchase and manage additional stock themselves.

There can also be a sustainability benefit. Keeping garments in use for longer through professional laundering, repair and lifecycle management can reduce the need for unnecessary replacement and help organisations make better use of the resources already invested in their workwear.

Rental isn't necessarily the right model for every organisation, but it's worth considering when comparing the total cost and complexity of different approaches.

# QUESTIONS TO ASK BEFORE SIGNING WITH A NEW SUPPLIER

Choosing a workwear provider is a significant decision, particularly if you have a large workforce or operate across multiple locations.

Before signing a new agreement, make sure you've discussed both the practical details and the headline service.

## **How will the transition be managed?**

Ask your potential supplier to explain exactly what will happen between agreeing the contract and going live.

## **Who'll manage the implementation?**

Understand who's responsible for fitting, garment allocation, branding, delivery and communication with your workforce.

## **What happens to damaged garments?**

Make sure there's a clear process for reporting, collecting, repairing and replacing garments.

## **How are new starters handled?**

Your workwear service should be able to accommodate employee changes without creating unnecessary administration.

**What happens if our requirements change?**

Your business may grow, reduce its workforce, open another site or introduce new roles. Make sure your supplier can adapt.

**How is compliance supported?**

Ask for clear information about relevant garment standards, laundering processes and lifecycle management.

**What support will we receive after implementation?**

The relationship shouldn't end once the garments have been delivered. Find out what ongoing account management and customer support looks like.

# WHY BUSINESSES CHOOSE JOHNSONS WORKWEAR

Changing suppliers is ultimately about finding a provider that can deliver what your business needs now and continue to support you as those needs change.

At Johnsons Workwear, we combine workwear expertise with a fully managed service designed to take the complexity out of workwear management.

From garment selection and fitting through to professional laundering, repairs, replacement and ongoing account management, we can manage the workwear lifecycle for you.

Our approach is designed around the needs of your organisation, whether you're managing a single site or a larger workforce across multiple locations.

And when you're switching from another supplier, the transition is planned around your business. The aim isn't simply to provide you with new garments. It's to make changing suppliers as straightforward as possible while maintaining continuity for your workforce.

# A workwear service built around your business

With Johnsons Workwear, you can benefit from:



## Professional industrial laundering

Keep workwear clean, maintained and ready for use.



## Tailored garment solutions

Select workwear appropriate for different roles, environments and requirements.



## Repairs and replacement

Help ensure damaged or worn garments don't remain in circulation.



## Lifecycle management

Keep garments in productive use for longer while reducing unnecessary waste.



## Managed workwear rental

Reduce the administration involved in purchasing, managing and replacing garments.



## Ready to switch without disruption?

Changing a workwear provider doesn't have to mean disrupting your workforce or starting from scratch.

Johnsons Workwear can help you plan and manage the transition from your existing supplier, from understanding your requirements and selecting the right garments through to fitting, delivery and ongoing laundering and support.

If you're considering a change, let's have a conversation about what you need from your next workwear provider.

# WHAT HAPPENS NEXT?

## 1. Tell us about your current setup

We'll understand your workforce, requirements and any challenges you're experiencing with your existing provider.

## 2. We'll identify the right solution

We'll discuss suitable garments, service options and the best approach for your organisation.

## 3. We'll plan the transition

We'll work with you to create a structured implementation plan designed to minimise disruption.

## 4. We'll manage your workwear going forward

Once you're up and running, our managed service takes care of the day-to-day workwear lifecycle.

# READY TO MAKE THE SWITCH?

Talk to Johnsons Workwear about switching today

Contact us

