

JONDO UK

A Year in Review

LOOKING BACK
OVER 2023

Introduction

Join us as we recount the vibrant and successful year JONDO UK experienced in 2023. From achieving a stellar 98.24% SLA in product delivery to our substantial investment in advanced printing technology, each page of This Year in Review is a testament to our unwavering commitment to excellence. We also celebrate the launch of exciting new products, from eco-friendly canvas options to luxurious velvet cushions, marking a year of not just growth but also of pioneering in the print-on-demand industry. Let's delve into a year of achievements, innovations, and a vision for a sustainable future...



98.24% SLA (Q4)

ALL WITHIN 3 DAYS

Major Achievements

2023 was a landmark year for JONDO UK, marked by exceptional performance and ground-breaking achievements. We not only shipped a staggering 245,000 units at peak times but also set a new benchmark in our service level agreement (SLA) with 98.24% of orders delivered within three working days.

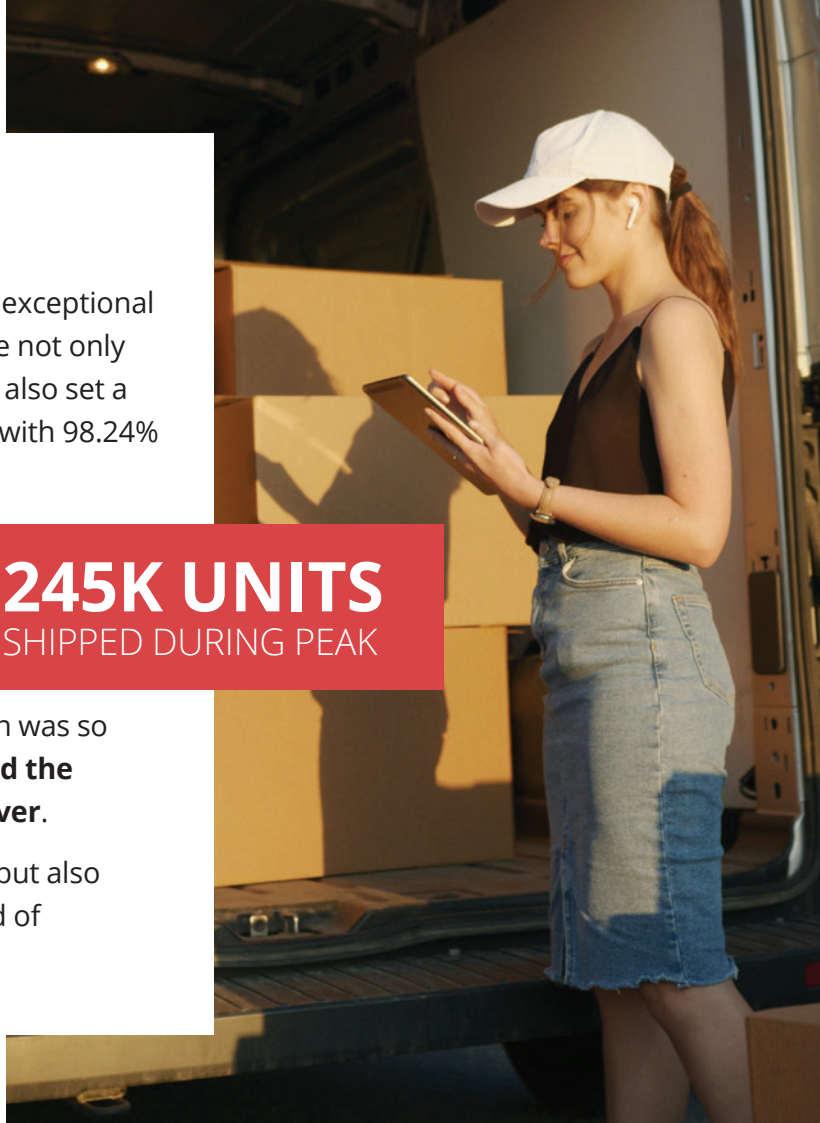
This achievement is a testament to our relentless pursuit of operational excellence and our ability to scale up to meet increasing customer demand.

245K UNITS
SHIPPED DURING PEAK



Moreover, our canvas production was so prolific that it could have **reached the summit of Everest ten times over**.

This feat illustrates not only our production capacity but also our commitment to quality and creativity in the world of personalised print products.

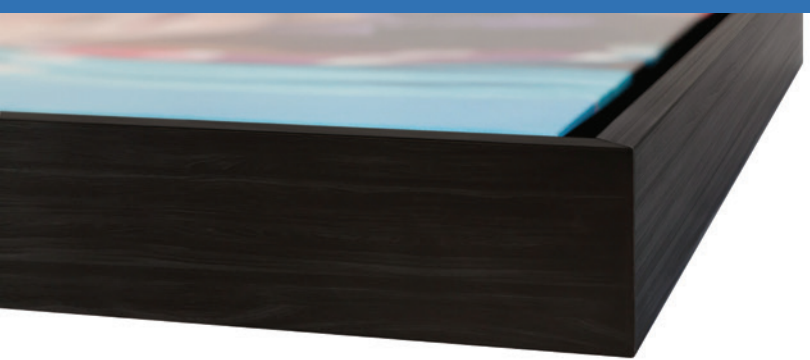


Product Launches and Innovations

The past year witnessed a flurry of innovative product launches and service enhancements at JONDO UK.

NEXT DAY CANVAS • 2 DAY FRAMED • VELVET CUSHIONS • NEW COLOURS

Key among these was the introduction of our **Next Day Canvas** and **2-Day Framed Canvas** services, designed to meet the growing demand for **faster delivery times**. Our product diversity grew with the launch of **luxurious velvet fabric** for cushions, adding an extra touch of elegance and comfort to our range. We also expanded our framed print offerings with an **array of new colours** and introduced **sophisticated framing** options like **Oak Veneer** and **Black Open Grain** Canvas Floater for 0.75 Bar. Our commitment to **sustainability** and **customer choice** was further demonstrated through the introduction of **Framed HD Metal Prints**, **Greetings Cards** and an array of **new canvas substrates** including Matte, Satin, and Recycled options. These innovations reflect our dedication to staying at the forefront of print technology and customer satisfaction.







Enhancements and Integrations

2023 Was a year of significant technological advancement and operational integration for JONDO UK. We took major strides in enhancing our Customer Relationship Management (**CRM**) system and streamlining customer interactions and data management. The integration of **SAGE** into our operations marked a leap in financial efficiency and accuracy, reinforcing our commitment to robust financial stewardship.

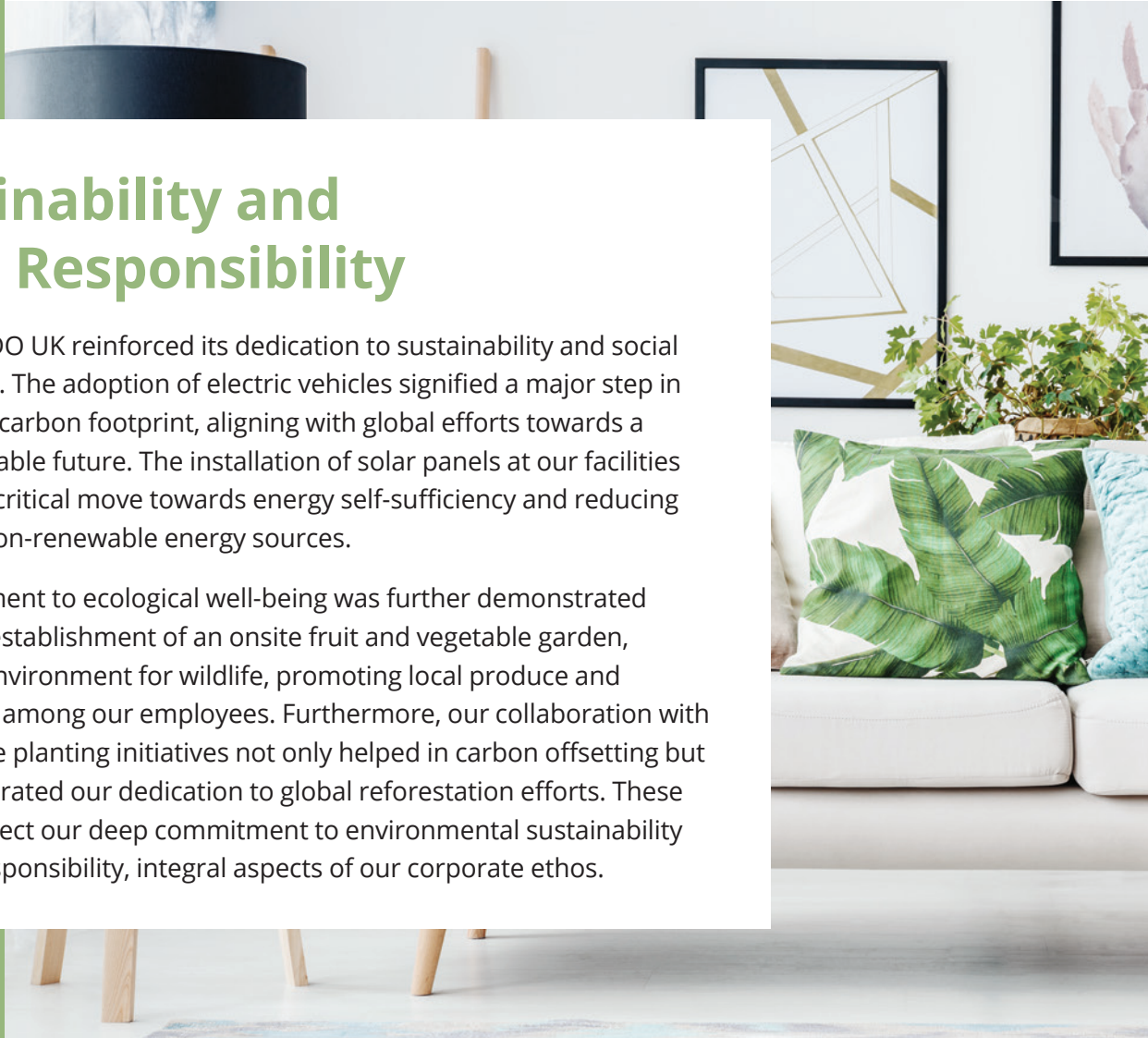
A major revamp of our **website** also played a crucial role, offering a more intuitive and efficient user experience, especially in our onboarding processes. Additionally, the establishment of a partnership with **DPD** (UK) significantly bolstered our delivery network, ensuring faster and more reliable distribution of our products across the UK, further solidifying our promise of excellence in customer service.

Intuitive and efficient user experience,
especially in our onboarding processes

Sustainability and Social Responsibility

In 2023, JONDO UK reinforced its dedication to sustainability and social responsibility. The adoption of electric vehicles signified a major step in reducing our carbon footprint, aligning with global efforts towards a more sustainable future. The installation of solar panels at our facilities was another critical move towards energy self-sufficiency and reducing reliance on non-renewable energy sources.

Our commitment to ecological well-being was further demonstrated through the establishment of an onsite fruit and vegetable garden, creating an environment for wildlife, promoting local produce and healthy living among our employees. Furthermore, our collaboration with Ecologi in tree planting initiatives not only helped in carbon offsetting but also demonstrated our dedication to global reforestation efforts. These initiatives reflect our deep commitment to environmental sustainability and social responsibility, integral aspects of our corporate ethos.



CAPEX

Our investment strategy in 2023 demonstrated a strong commitment to growth and technological innovation, with a significant capital expenditure of £475,000 in **state-of-the-art equipment.**

This investment included the acquisition of two advanced laminators and three HP Stitch Sublimation printers, which were pivotal in enhancing our printing capabilities and product quality. Additionally, the purchase of three new paper printers was a strategic move that dramatically increased our paper printing capacity by 300%. This expansion not only improved our operational efficiency but also enabled us to meet the growing demands of the market, reinforcing our position as a leader in the personalised print industry.

300%
increase
in paper printing capacity

£475K
investment in equipment



Culture

In 2023, JONDO UK placed a strong emphasis on nurturing a culture of continuous learning and development. This commitment was evident in our ability to retain 100% of our employees, a rare achievement that speaks volumes about our supportive work environment. We dedicated substantial resources to training programmes, enhancing the skills and capabilities of our team.

This investment in our people culminated in the revision and launch of our new **Mission, Vision and Values**, reflecting our evolved company ethos and direction.

Notably, the promotion of 10% of our workforce underlined our dedication to recognising and rewarding talent, fostering a culture of growth and opportunity within the company.

100%
employee
retention



Looking Ahead

As we turn the page on a year of remarkable achievements, everyone at JONDO UK is brimming with appreciation for your constant encouragement and partnership. The introduction of our 1 Day Canvas service marks the beginning of a new chapter in our quest for excellence, delivering your artwork with unprecedented rapidity.

Envisage a 2024 bursting with innovation, where each day JONDO UK unleashes new possibilities for your business, thanks to our expanded product offerings and enhanced branding elements.

As we eagerly await our showcase at the White Label Expo, our commitment is stronger than ever not just to meet but to exceed your aspirations. Together, we are not only crafting a future, but a legacy of shared triumphs, ever cherishing the strides we have made and anticipating the leaps we are yet to take.

