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TEXTILE FIRE & FLOOD RESTORATION SOLUTIONS

PARTNERSHIP GUIDE 2026

 **Carbon
Neutral**
Working towards Carbon Neutrality in 2025

 **eLaundry**[®]
FIRE & FLOOD

When incidents such as fire, flood, or contamination occur, garments and textiles are often among the most affected and most personal losses.

eLaundry provides professional garment and textile restoration that blends technical precision with genuine care.



We work alongside insurance providers, underwriters, restoration contractors, and environmental service companies to return textiles to pre-incident condition quickly, safely, and responsibly.

Our approach combines advanced cleaning technologies, fabric science expertise, and robust documentation - so you get reliable results, smoother claims handling, and a recovery process that respects both people and the planet.

WHY CHOOSE US

SUSTAINABILITY AT THE CORE

We prioritise low-impact methods—biodegradable agents, water-efficient processes, energy-aware equipment—to minimise environmental footprint while achieving outstanding outcomes. Our practices align with modern ESG expectations and environmental policies.

SPECIALIST RESTORATION EXPERTISE

This isn't standard laundry. Our technicians are trained in post-incident textile recovery, including smoke/soot removal, water and mould remediation, hydrocarbon and chemical decontamination, fibre-safe sanitisation, and odour neutralisation. We restore delicate items (PPE, uniforms, soft furnishings, curtains, high-value apparel) with care and precision.

INSURANCE-READY PROCESSES

We integrate seamlessly into claims workflows: full inventories, chain-of-custody, before/after imagery, treatment logs, and transparent pricing. That means fewer queries, faster decisions, and better policyholder experience.

QUALITY, COMPLIANCE & ASSURANCE

Our operation is built around auditability and standards. We are actively pursuing B Corp certification and Hohenstein Institute certification to validate social/environmental performance and textile quality. Internally, we maintain rigorous QA checkpoints and documented SOPs for consistency.

RAPID RESPONSE & SCALABLE CAPACITY

Incidents don't wait. Our logistics model and processing capacity support both urgent one-off jobs and higher-volume commercial events—maintaining turnaround speed without sacrificing quality.

FLEXIBLE, CLIENT-CENTRIC DELIVERY

Scheduled collections, emergency call-outs, on-site assessments—services are tailored to your operational requirements. As an agile provider, we adapt quickly to evolving project needs.



“
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HOW IT WORKS

1

INSTRUCTION & RAPID DEPLOYMENT

Upon receiving instruction, our Fire and Flood Restoration Team is immediately deployed to attend site for the collection of affected garments and textiles. Alternatively, clients may deliver items directly to our facility for processing. This swift response ensures prompt stabilisation and prevents further deterioration.

2

ASSESSMENT & INVENTORY

We catalogue every item, assess damage type/severity (soot, smoke, water, mould, hydrocarbons, chemicals), and select the safest, most effective restoration path. Documentation begins here to support claims and compliance.

3

STABILISATION & PRE-TREATMENT

Items are segregated by contamination type and textile category. Pre-treatments target odour, staining, and microbial risk while protecting fibre integrity.

4

ADVANCED CLEANING & DECONTAMINATION

We apply specialist processes—precision wet-clean, controlled dry-clean, ozone or advanced oxidation for odours, hydrocarbon/chemical decontamination protocols—chosen to match fabric properties and contamination profile.

5

FINISHING, REINSPECTION & QA

After cleaning, items are finished (pressed/hand-finished as needed) and pass a multi-point quality inspection for cleanliness, odour, colour stability, and structural condition.

6

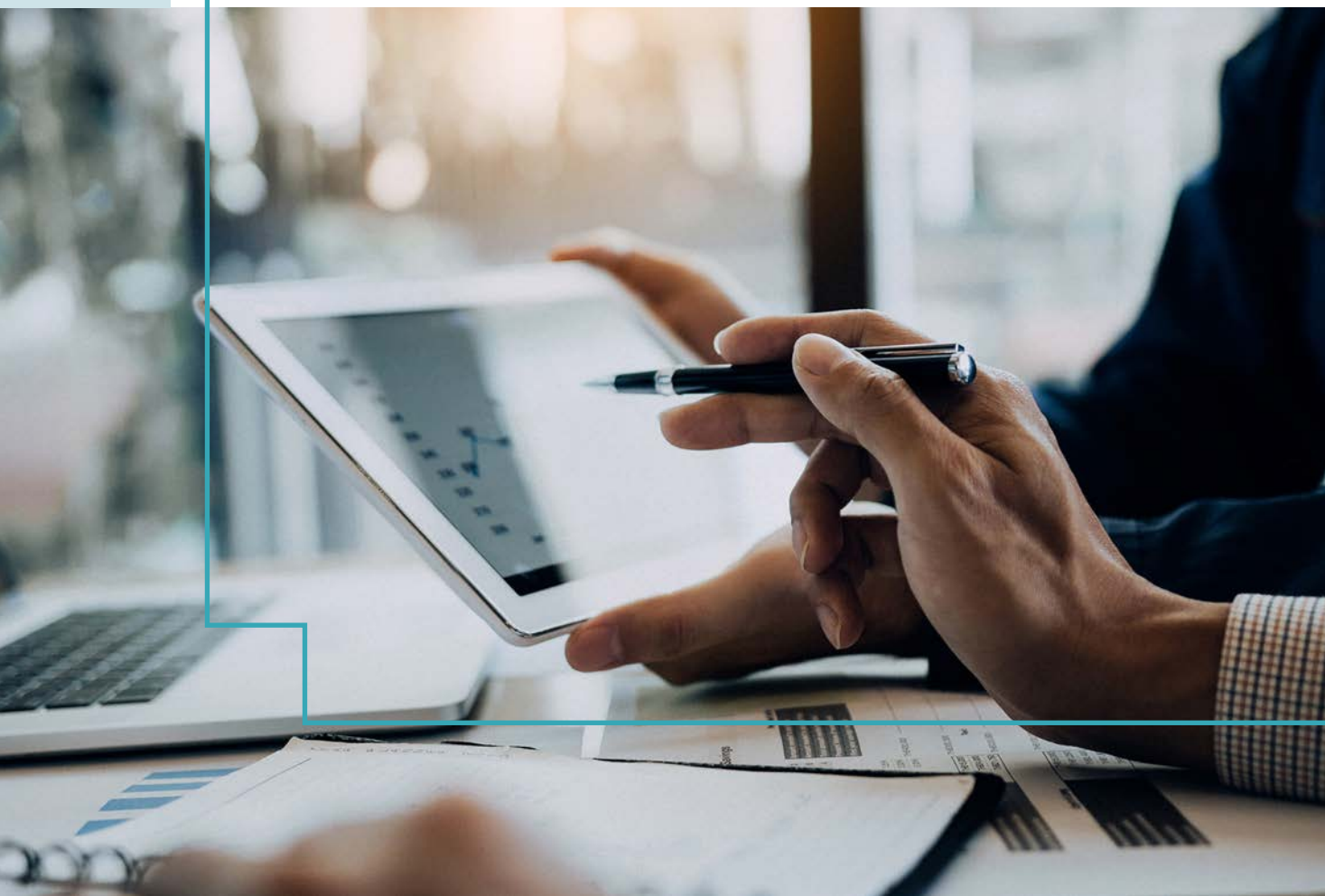
DOCUMENTATION & HANDOVER

You receive a full report: itemised inventory, treatments used, before/after evidence, exceptions (if any), and recommendations. This simplifies claim validation and future audits.

7

SWIFT RETURN & ONGOING SUPPORT

Items are carefully packaged and returned. For large/ongoing projects, we provide periodic status updates, metrics, and post-incident advice to prevent secondary damage.



OUR EXPANSION PLAN

BUILDING A RELIABLE, LOW-IMPACT
UK RESTORATION NETWORK



eLaundry®

PRINCIPLE:

Partner with a restoration team that treats textiles and people with respect.

1

REGIONAL STRENGTHENING (NEAR-TERM)

- Increase logistics coverage for faster collections/returns.
- Expand processing capacity and specialist restoration lines.
- Deepen partnerships with insurers and restoration providers to streamline joint workflows.

2

MULTI-REGION EXPANSION (MID-TERM)

- Establish regional processing hubs to shorten transit, boost resilience, and cut emissions.
- Add satellite intake points for rapid response in population/industrial centres.
- Standardise SLAs and reporting across regions for consistent service quality.

3

NATIONWIDE INTEGRATION (MID TO LONG-TERM)

- Operate a fully integrated UK-wide network with guaranteed response windows.
- Roll out digital inventory tracking and real-time job status dashboards to partners.
- Broaden certified capabilities for complex textiles (specialist PPE, technical fabrics).

4

FUTURE TECHNOLOGIES & PARTNERSHIPS (LONG-TERM)

- Invest in next-generation decontamination, fibre-safe sterilisation, and water-recycling systems.
- Pursue additional international-grade accreditations to benchmark quality and sustainability.
- Develop strategic alliances to support cross-border or surge-capacity needs.

OUR COMMITMENT TO HYGIENE

SETTING NEW STANDARDS IN GARMENT CARE, CLEANLINESS, AND ENVIRONMENTAL RESPONSIBILITY.

CERTIFIED HYGIENE EXCELLENCE

We take hygiene seriously - every garment that passes through our facility is treated with the utmost care and precision.

Our cleaning processes comply with Hohenstein-certified hygiene standards, ensuring that every item is professionally sanitized and safe for use. From down-filled jackets to delicate garments, our hygiene control systems eliminate bacteria, odours, and allergens without compromising fabric quality.

Confidence in every clean. Our goal is not just to clean clothes, but to deliver true hygiene you can trust.

Using world-leading laundry and dry-cleaning technology, we continue to set new benchmarks for efficiency, hygiene, and cleaning performance - delivering results that redefine industry standards.



SUSTAINABILITY



INTELLIGENT WATER MANAGEMENT

Water is one of our most valuable resources - and we treat it that way. Our facilities use advanced water recycling, purification, and filtration systems that significantly reduce consumption while maintaining world-class cleaning performance. This ensures both environmental responsibility and exceptional cleaning consistency.

ENVIRONMENTAL RESPONSIBILITY

We're committed to reducing our environmental footprint through every step of our process.

- Eco-friendly detergents and biodegradable solvents
- Energy-efficient machinery and optimized wash cycles
- Reusable garment packaging and recycling programs

Our operations are continuously reviewed to meet the latest sustainability benchmarks, helping us contribute to a cleaner, greener future for our clients and our planet.

SUSTAINABILITY IN ACTION

Sustainability isn't a trend - it's part of our DNA. From resource management to waste reduction, every decision we make supports long-term environmental health. We partner with suppliers who share our vision of eco-responsible garment care, ensuring transparency, quality, and accountability at every level.



APPENDIX

A.

Certifications & Standards (in progress/maintained)

B Corp: (pursuing): Demonstrates high social and environmental performance.

Hohenstein Institute (pursuing): Independent verification of textile quality/safety.

Internal QA: SOPs, calibration logs, chemical handling protocols, fabric-specific treatment guides.

Health & Safety: COSHH compliance, risk assessments, staff training records.

B.

Sustainability Commitments:

Biodegradable detergents and targeted dosing to reduce chemical load.

Water-efficient processing; continual improvement toward closed-loop/recycling goals.

Energy-aware operations and route optimisation to reduce transport emissions.
Waste minimisation and responsible disposal of contaminated by-products.

C.

Insurance & Reporting Toolkit

Digital inventories with chain-of-custody.

Before/after imaging and treatment logs.

Exception reporting (unrestorable items with rationale).

SLA/KPI dashboards on turnaround, restoration rates, and customer satisfaction.

D.

Service Scope (illustrative)

Garments: daywear, formalwear, uniforms/PPE, high-value apparel.

Home/Commercial Textiles: curtains, drapes, bedding, soft furnishings, linens.

Incident Types: fire/smoke/soot, flood/water/mould, hydrocarbon/chemical exposure, odour events.

E.

Typical SLAs (guided by incident severity & volume)

Collection: rapid response windows available.

Turnaround: expedited options; standard and surge-capacity pathways.

Communication: milestone updates (intake, treatment, QA, dispatch).

Documentation: complete claim packs delivered at handover.

F.

Data Protection & Security

Secure handling of customer/claimant information.

Restricted access to job data; retention aligned with legal/insurer requirements.



CONTACT

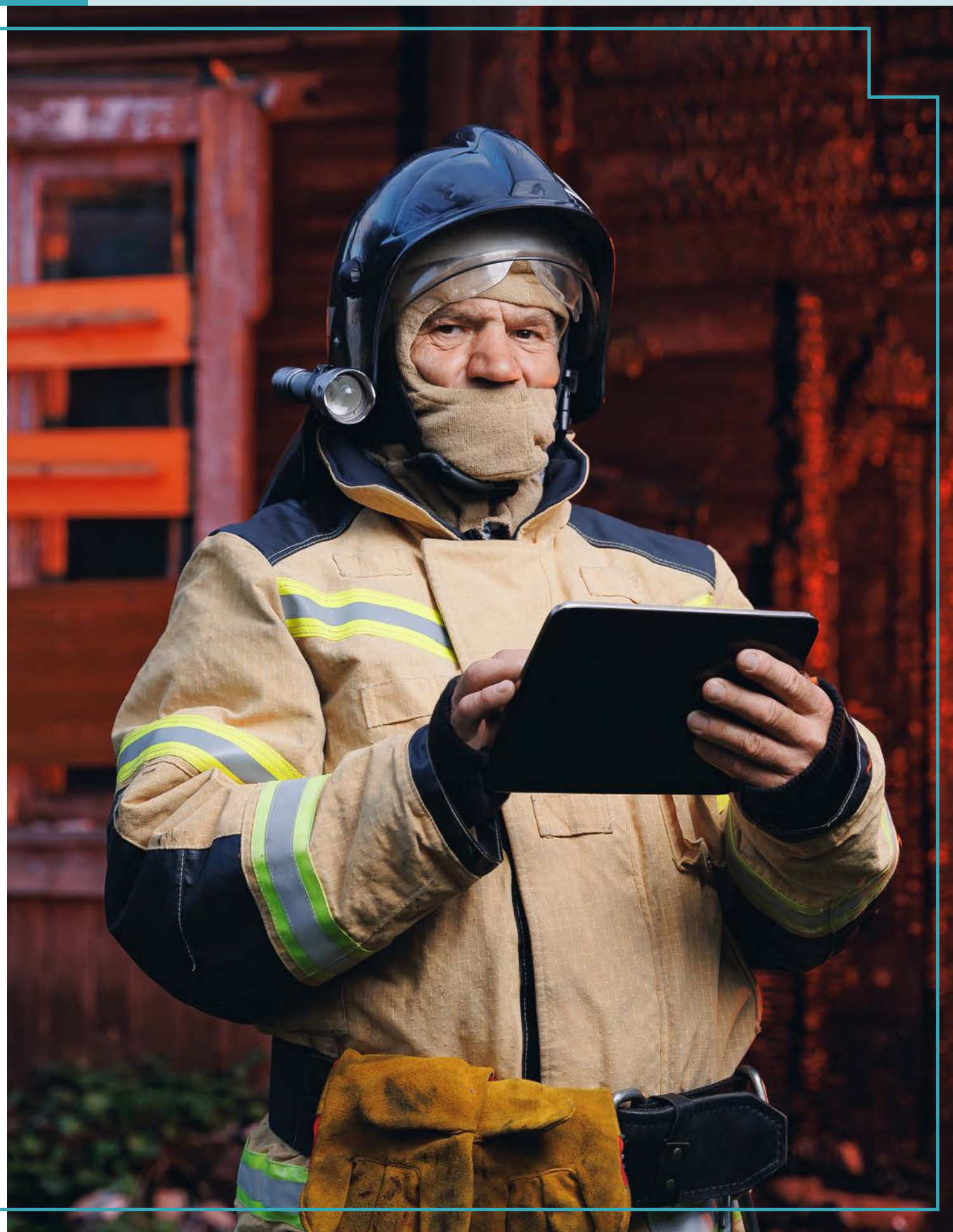
PARTNER WITH A RESTORATION
TEAM THAT TREATS TEXTILES AND
PEOPLE WITH RESPECT.

For further information or to discuss potential collaboration,
please contact us:



0345 222 0265

enquiries@elaundry.co.uk
www.elaundry.co.uk





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