



# GARMENTEC

WORK UNIFORMS & TECHNICAL WEAR

UK design, manufacture & supply of quality work clothing

Work uniforms that represent your business in the best possible way.

Our easy one-stop service makes us the perfect partner to reflect your brand.

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# ABOUT US...

Garmen tec Group was founded in 2014, merging Style Workwear (est. 1993) and Kit Design (est. 2010). The consolidation of Style Workwear (rebranded to Style Uniforms in 2015) and Kit Design came into effect following three years of working in partnership. This ultimately resulted in a mutually beneficial merger, pooling resources, experience and expertise within our respective fields. Style Uniforms and Kit Design now work in unison as one brand - GARMENTEC - to offer comprehensive and unbeatable service to our clients.

And it's our service we're most proud of - sourcing, supplying and manufacturing the best work clothing in the UK. Over the years we've perfected a hassle-free one-stop-shop service that our clients find convenient and great value for money.

GARMENTEC Group represents high ethical values and the development of strong client relationships. There's no better measure of this than our customer loyalty - proof that we really do care. Covering a broad range of formal, relaxed and technical work clothing, GARMENTEC operate a simple stock ordering, holding and replenishment process.

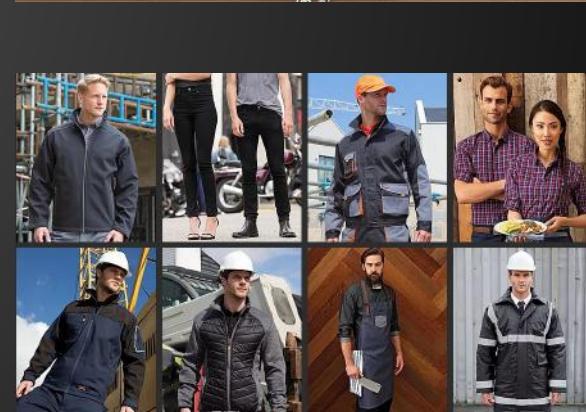
## GARMENTEC Group principles:

- Supply a broad range of high quality work clothing and technical wear with unbeatable customer service.
- Strive to lead the market by delivering innovative and sustainable product solutions.
- Share resources across the GARMENTEC Group to optimise performance in our three main departments at our Sheffield HQ - Design, Manufacture and Sales.
- Maintain an exceptional in-house product branding experience utilising the latest embroidery and printing technologies.
- Continue to develop a distinct identity for GARMENTEC, underpinned by our service guarantee.
- Maintain total control of our production and supply chain to ensure ultimate quality control.
- Constantly review the market to ensure our business is relevant, responsible and unbeatable value for money.

GARMENTEC don't believe anyone should have to 'make do' with poor service or lesser products, so our focus on excellence means you don't have to.



## What We Do



# BACKGROUND

Our aim is simple... to equip you and your staff with the best work uniforms solution so that your customers have total confidence in you, your service and the people who deliver it.

For 24 years we have worked closely with businesses that value unique design, attention to detail and professional service. We prefer to think of our clients as 'partners', and seek to build strong B2B relationships on that basis.  
It's all about service...

At GARMENTEC we pride ourselves on our simple-to-use yet comprehensive workwear supply service that takes care of everything so our clients can focus on their own business delivery challenges.

Ordering stock is easy, convenient and quick via our online portal. We also welcome orders via email and telephone, where our friendly experienced staff (all based in Sheffield, UK) make the process hassle-free. All this is backed up with fast delivery and dedicated customer support. We know that when questions arise, nothing beats speaking to one of our helpful team members right here in the UK.

## Capability

Operating from our Sheffield headquarters, GARMENTEC provides unbeatable B2B service right across the UK. At our Head Office we have 3,000 square feet of manufacturing workshops and 12,000 square feet of warehousing space that holds stock and materials.

At our South Yorkshire HQ you will find our team of clothing designers, machinists and sales advisors busily catering for the needs of our clients.

Inside our manufacturing workshops we have a huge range of purpose-built clothing manufacturing machines for clients who require bespoke and customised workwear.

For those who require cost effective work clothing, we also provide offshore manufacturing, as well as a network of top brand-name product suppliers which allows us to pass savings on to you.

Combine this with our ability to hold stock, ready for immediate dispatch, it's easy to see why our clients stick with us.

Because GARMENTEC has the capability to manufacture bespoke products, as well as supply and stock control value branded clothing, we offer a unique and attractive service that we believe is unmatched in the marketplace.



# MEET THE GARMENTEC TEAM

A team with experience

GARMENTEC's versatile and dependable team provide support, guidance and dynamic solutions.

A designated project manager is your point of contact, ready to answer queries and provide information.

Each team member has years of experience in their field, so you can count on our speedy support service.



**CHRIS BALDRAN**  
Operations Director



**DAMIAN DUGDALE**  
Sales Director



**LOUISE SMITH**  
Finance Director



**PAULA ROMANO**  
Design Director



**BETH CARNALL**  
Account Administrator



**JAYNE STIRLAND**  
Account Manager



**PETER MORRIS**  
Marketing Manager



**DEBORAH HOGAN**  
Account Manager



**ELIZABETH PICKERING**  
Account Assistant

# YOUR CONTACTS + SUPPORT

## Your first port of call

These are your lead contact and project managers

- a familiar point of contact for your queries or information regarding your project.

Our offices and warehouse are situated:

Garmentec  
International House  
Nunnery Drive  
Sheffield  
S2 1TA

**Telephone:** 0114 279 8136

**email:** sales@garmentec.co.uk

**Website:** garmentec.co.uk

**Customer Support**  
Our office hours are  
8.30 - 17.00 Monday to Thursday  
8.30 - 16.00 Friday



**DAMIAN DUGDALE**

Sales Director

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Damian@garmentec.co.uk



**JAYNE STIRLAND**

Account Manager

**email:**  
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**BETH CARNALL**

Account Administrator

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**ELIZABETH PICKERING**

Account Assistant

**email:**  
Elizabeth@garmentec.co.uk

## CLIENT PORTFOLIO + TESTIMONIALS



GARMENTEC GROUP excel in customer service. **Center Parcs** is a well known holiday destination, synonymous with all-year-round short break experiences in wilderness forest locations - Sherwood Forest (Notts), Elveden Forest (Suffolk), Longleat Forest (Wiltshire), Whinfell Forest (Cumbria) and Woburn Forest (Bedfordshire).

When Center Parcs approached us with a brief to provide coordinated work uniforms for their grounds and maintenance staff, we listened to their vision. This new workwear needed to boost Center Parcs' corporate image, to be in keeping with their customer-facing staff uniforms.

Because we understand the importance of budget, intended use and corporate style, we factor each of these in when selecting the exact right products. In the case of Center Parcs, we provided colour-matched outdoor work garments in mixed cotton fabrics for durability and ease of care.

Working life is tough on uniforms, that's why we only provide proven garments that offer prolonged life and exceptional value.



Our sustainable supply chain allows us to create bespoke corporate uniform collections while achieving low prices and guaranteed delivery.

And that's exactly what we did for Center Parcs, supplying to them cost-effective hard-wearing workwear that boosted their fantastic corporate identity. Not only this, but we also saved Center Parcs' over 25%, compared to their previous supplier. The icing on the cake was when an employee (with 20 years' service) commented that it was the best uniform they'd ever had.

Ann Hatcher, Category Manager for Center Parcs, says, *"the whole experience of working with Garmentec Group has been a breath of fresh air. We've been working with Garmentec Group now for over two years and we've been very pleased with the whole experience. They manufactured a uniform that does what our staff asked for. It is fit for purpose, wears well and is very cost effective."*

When **Punch Taverns** formed in 1997 they quickly grew into a nationwide portfolio of around 3,300 pubs, predominantly run by tenant managers.

Following a consultation process with Punch we learned that due to rapid expansion they were experiencing reliability issues with their supplier. GARMENTEC worked with Punch Taverns to design and supply a wide variety of uniforms, backed up with our online ordering system (Portal). This has completely transformed the way Punch provides workwear for its Publicans, as well as helping to control and monitor budgets.

Derek Oldcorn, Head of Procurement for Punch Taverns, says, *"the company is delighted with the impact Garmentec Group has made to the way it does business in the short time we have been working together. At Punch, we invest heavily in our pubs. Our extensive industry knowledge and experience ensures that each of our pubs has the right location, customers and environment. It's really important that we present ourselves, through our tenants and their staff, in the right way."*

*"Garmentec Group has come in and radically changed how we do business and come up with some brilliant new uniform designs for us – we are highly delighted to be working with them."*

# WHAT TO EXPECT FROM US

Your work uniforms will be supplied with a focus on staff wearer comfort, functionality and durability, as well as being great value for the business. We also guarantee with assured stock availability and a fully managed replenishment system.

All items of uniform will be specific to you, with corporate branding where necessary, in a choice of sizes and appropriate colourways appropriate to your requirements.

Work clothing and uniforms will reflect a modern, stylish image, while providing maximum longevity.

Garmentec will manage all stock via our comprehensive online and digital systems. Access to our portal system is the easiest way to take control of work clothing and equipment supplies.

Each garment is categorised on the portal according to job role, as well as a unique SKU code and reference number - this will help when it comes time to re-order.



Thanks to years of experience supplying work uniforms to some of the biggest names in businesses today, Garmentec operate a hassle-free service, allowing you to spend more time focussing on other business challenges!

Easy access to the right products is vital; we understand that's true for all professionals. So to make working life easier, we consider the finer details, such as:

- Preferential garment care - easy machine wash, dryer safe and minimal ironing required
- Fabrics that meet EU safety regulations, ethically sourced & sustainable
- Colour-fast and fade resistant garments
- The perfect balance of quality and price
- Accurate sizing, in male and female fit options
- Branded garments, labels and tax tabs
- Performance / technical uniforms that are breathable and moisture wicking
- Stock held ready for immediate dispatch
- Working in partnership with you to forecast usage / burn-through rate and replenish.

These are just some of the considerations for the products themselves. There's also customisation to think about, such as branding in embroidery or full colour thermal printing.

Our attention to detail - it's what we do best - and that's why we make working life easier for our clients. Great machines are made up of highly efficient components, that's why our processes are fine tuned to ensure delivery.



# OUR APPROACH...

**Uniform development...** Feedback is king.

We understand that it's not until you start using your uniforms that success can be measured.

Outlined in our Design Concept our mission is to supply stylish high value uniforms that your team is proud to wear. Your professional image is just as important to us, so we're here to help you maintain your high standards as well as provide your staff with great looking workwear that ticks all the right comfort boxes while also being cost effective.

The right workwear can empower an employee to deliver even better service. Brand image is reflected in your work uniform and our aim is to emphasise your key principles of delivering exceptional service.

Our expertly selected workwear solutions incorporate a mix & match range of 'off-the-shelf' products manufactured by leading trusted brands. Stock support and quick turnaround is guaranteed on these. We also offer a fully bespoke UK made clothing service ideal for those truly original workwear pieces.

At Garmentec our team works closely with you, listening to your wearer feedback so that changes, if necessary, can be made to help further develop a uniform that meets (and exceeds) your expectations.

In our experience, clients usually have a good idea of what workwear they need - whether that's just an initial style concept, or a comprehensive shopping list of garments. Whatever stage you're at, Garmentec happily work within those parameters, offering helpful advice related to the right products and alternatives that may better suit your brief.

Our unique in-house design board service is popular with our clients. Design boards enable you to visualise your new uniform collection prior to purchase - they quickly transform conceptual ideas into reality. Not all our clients require this service, but it's available upon request for when times comes to get creative.

## Pricing

Garmentec work hard to keep prices as low as possible and we try to absorb overheads and supplier increases. Our pricing structure is transparent and fair, as we remain committed to providing the best products and exceptional customer service.

During recent years we have all felt the destabilising effects of GDP deflation, yet Garmentec have maintained our customer promise and strengthened our services. As with all economies, there are often uncertain times, through which Garmentec have (and do) utilise contingency plans to operate successfully.

We are not in the business of increasing prices just because we can. We offer flexible pricing tariffs depending on what products and services you require from us. It may also be possible to fix prices over a long term contract, where commitment to stock volume guarantees set prices regardless of inflation related rises. Otherwise, we work hard to keep out-of-contract annual increases between 3% and 5%.

# SIZING + ROLLOUT



An important element to a successful partnership is achieving correct garment sizes and fit. This is why we work with you to get it right from the outset.

Every member of staff is a different shape and size, so as well as a comprehensive sizing chart and personal advice we also advise holding a sizing set at your venue/s. This is the most convenient way for your staff to try garments for size and fit and subsequently make a choice that best suits them. This process significantly reduces the number of product returns, ultimately saving time and money.

Our team is always on hand to provide help, advice and to discuss options as easily as possible.

## Fitting / Measure Days

For many clients we hold 'measurement days', where we bring a sizing set for your staff to try on. We can also measure and record fitting data, to ensure the correct products are ordered. We also educate staff on certain product lines, with regards fitting variances from brand to brand.

## Roll Out

Whether ordering uniforms is handled by Head Office, Team Managers or nominated staff members, our easy process guarantees swift delivery. Often our clients place initial bulk orders, followed by lower volume stock replens at frequent intervals. But whatever ordering profile you prefer, we're flexible to work with you.

Our portal system is simple and intuitive, so mistakes are avoided. Our Portal issues email confirmation after every order is placed - this is sent to a nominated email address (usually an Accounts / Finance team).

For several years our P2P portal system has operated flawlessly thanks to it being managed by our very own tech team. Customer feedback on our portal is always positive as it feeds into our fully digitised system that produces quotes, manages stock control, tracks order status, administers invoicing and guides purchasing.

All orders received before 2pm are processed same day. Orders received after 2pm are processed next working day.

When you place an order, stock is instantly allocated from our warehouse or ordered in for next day delivery from one our trusted suppliers.

Stock support at suppliers is already factored into our uniform solutions, so our KPI's show over 98% of orders are fulfilled within service standards. The remaining 2% is stock supported directly by us.

All of our products are 'dual sourced', therefore available (to us) from at least 2 different suppliers. We work closely with our suppliers and notify them of anticipated increased usage (above our standard take up) to allow them to factor into their production schedule.

For 20 years we have built solid working relationships with our suppliers - and we're proud of that, because they help us help you.

# DELIVERY + RETURNS

Your products will be delivered by DPD on their **next day delivery** service. In some cases we collate orders and dispatch them on a pre-agreed day of the week. The advantages of this are reduced courier costs and guaranteed set day of arrival, allowing you to plan ahead.

There may be occasions when you wish to place unexpected orders. To cover you in this eventuality we can utilise DPD's pre 10.30 a.m. and/or pre 12.00 p.m. delivery service, guaranteeing your items arrive urgently.

As a contingency to any unforeseeable courier disruptions (as can happen from time to time) we respond dynamically by switching to other trusted courier services - UPS, for example. Over the years we have built great working relationships with the best national delivery services, so rest assured you will always get what you need from us exactly when you need it!

## Delivery Charges

Our delivery charges start from £7.50 per order, dispatched on a next working day delivery service.



## Man Packing

We also offer a 'man pack' service, whereby we sort and pack individual staff members' uniforms into pre-labelled boxes or suit bags. This ensures that specified employees receive the correct uniforms, saving you additional admin and logistic resource.

## Returns

We like to make returning items as easy as possible.

Any unwanted item can be returned within 30 days of delivery date. The items must be returned in re-saleable condition, unworn and in original packaging, including swing tags attached. It is the responsibility of the customer to return unwanted items.

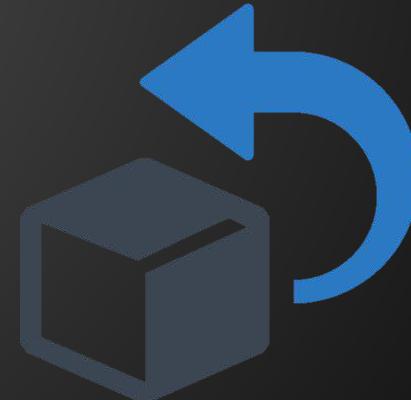
All items must be returned with a copy of the delivery note, with the Returns section completed. Failure to include the correct paperwork may delay refunds, credits or exchanges.

## Exchanges

Items may be exchanged for different sizes, providing a request is made within 30 days of delivery date. As with returns, all items must be in re-saleable condition, including all tags and packaging.

## Delivery Errors

If in the unlikely event of receipt of incorrect items, please notify Garmentec Group within 5 working days of delivery date. We rectify any such issues with high priority, assuming all return costs incurred.



# DELIVERY SYSTEM

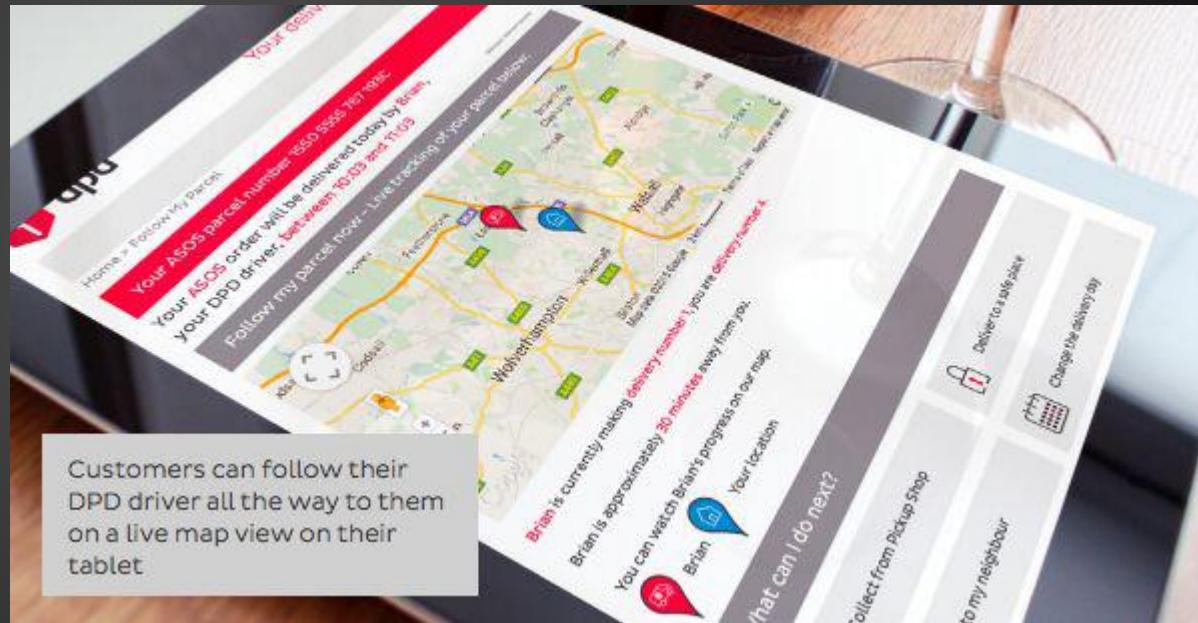


Giving you access to delivery information is an important part of putting you in control. Your items can be tracked online at DPD's website, as well as via the DPD mobile app. This gives you access to real-time delivery information, including notifications by either email or text message.

The DPD app is a useful tool where it is possible to register multiple email address so all your relevant staff members can get automatic updates on parcel deliveries.

On the morning of delivery each consignment is given a 1 hour delivery window, with regular '*where is my parcel*' updates available online.

As part of our customer delivery process we can notify you when an order has been dispatched and provide a DPD tracking number to your nominated email addresses.



# COMPLAINTS PROCEDURE

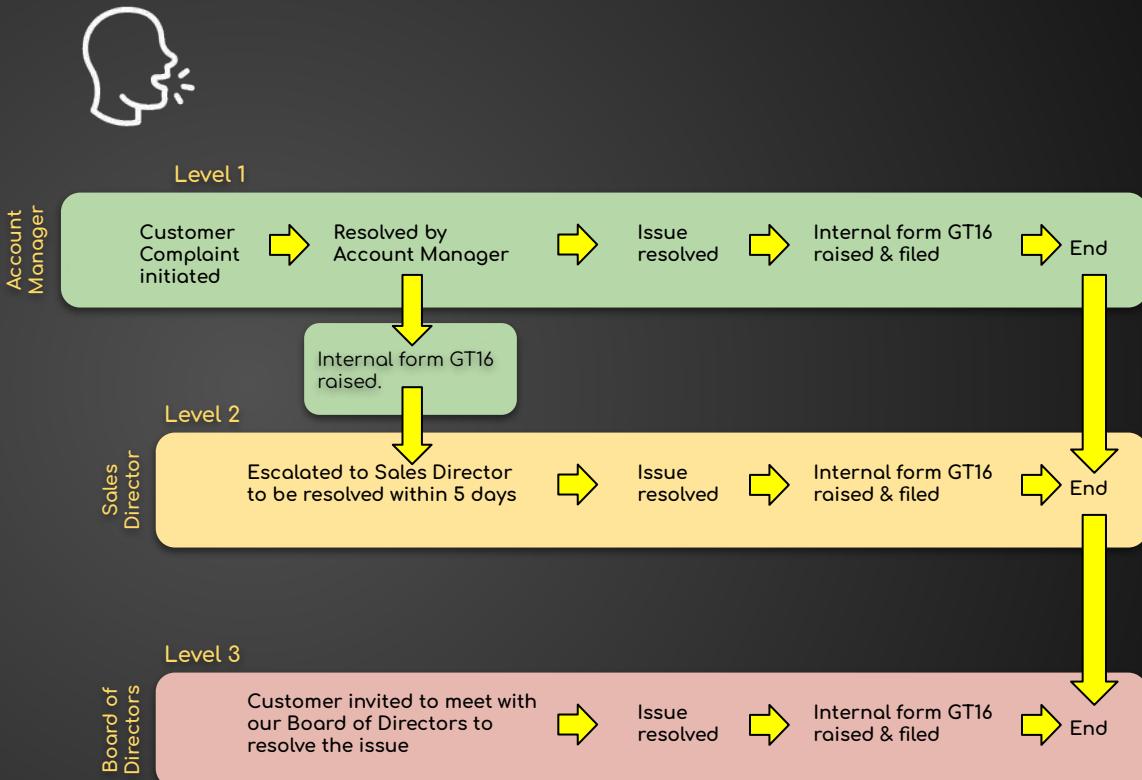
Garmentec strive for exemplary customer service, but of course there may be a time when you need to let us know about an issue you're having.

We always go the extra mile for our customers, so as part of our Continuous Improvement Plan we realise our customers need a channel to voice concerns and suggestions on how we might improve service.

In the first instance we ask that customers contact us at the earliest convenience, ideally by telephone but by email is fine, too. That way, we can prioritise and quickly respond to issues. We will then investigate and attempt to reach a satisfactory resolution - usually on the same working day.

If, after that point, the issue has not been dealt with satisfactorily, then please notify your Account Manager in writing (email is best). This will then be investigated and you will receive a response within a maximum of 3 working days.

Garmentec is committed to resolving all complaints.



# SUSTAINABLE PROCUREMENT



Garmentec has a keen focus on sustainability, centering around ethically sourced materials, resources and the environmental impact of modern manufacturing processes. Our business processes consider the wider impact of our carbon footprint, with a focus on how to further minimise pollution, waste and fuel consumption.

To achieve responsible sustainability we ensure the manufacturers, suppliers and distributors in our supply chain all operate with sustainability at their core. Garmentec's key objective is to continue to build and maintain these principles.

This document identifies the key issues and principles associated with the Policy:

**1. Education** - educate and encourage staff to consider environmental issues in the procurement of goods and services, and where possible procure more environmentally friendly alternative products.

**2. Awareness** - increase the awareness of staff and provide guidance on how to reduce consumption and usage of goods and services, increase knowledge of the environmental impact of their actions and thereby influence purchasing.

**3. Communicate** good environmental procurement practices and ensure staff are aware of our Policy.

**4. Promote** good environmental procurement practices throughout our supply chain and encourage the adoption of good environmental practices, switching to environmentally better alternatives where possible.

**5. Resources** - provide resources for development and implementation of this Policy and ensure employees engaged in purchasing activities have access to appropriate guidance and training.

## Priorities

**1. Develop** an 'environmental triangle', comprising cost, effect on environment and practicality. This will constitutes an evaluation framework for products and services, enabling us to balance the needs of the organisation against the need to procure the most environmentally efficient product or service.

**2. Procure recycled and reusable** products where possible.

**3. Procure products that protect and enhance** the natural and built environment.

## Objectives

**1. Actively investigate** products and the necessity of the associated wrapping and packing.

**2. Challenge current practices.** In a digital age, are paper invoices necessary?

**3. Reduce waste going to landfill** by encouraging re-cycling of reusable materials.

**4. Minimise general waste** by encouraging staff 'think before they bin'.

## Keeping it current:

Garmentec regularly monitor and review our Policy.

This Policy was reviewed and endorsed by  
Chris Baldran  
Operation Director  
March 2020

# ENVIRONMENTAL MANAGEMENT STATEMENT

Garmentec Group Ltd. is primarily a clothing and equipment design, manufacturing and supplier.

We support Public Sector services by offering solutions to operational needs. Our vision is to be the most creative and trusted company in our field, and environmental management is integral to this vision.

Our commitment to sustainability and environmental management is a significant measure of this. The projects we undertake are all underpinned by a clear intent to minimize environmental impact, where we proudly advocate the use of smart objectives to help assess our business responsibilities.

Ethically sourcing materials, resources and services contributes to a reduction and prevention of pollution beneficial to our economy.

## Our smart environmental objectives include:

- Continual and effective improvement of environmental performance.
- Compliance, as a minimum, with legislation and any other associated responsibilities.



- Review and modification of these objectives as new issues arise - Covid-19 fallout, for example.
- Review of management systems and policies to ensure suitability, adequacy and effectiveness.
- Provision of suitable and sufficient environmental information, instruction and training to enable all staff to adhere to our Policy and best practices.
- Effective communication with selected third parties (suppliers and manufacturers) so they are aware of our environmental management expectations.
- Monitor these third parties to ensure adherence to agreed environmental standards.

Garmentec promote that environmental management is everyone's responsibility. It is a prime responsibility for all our management and support teams. Through cooperation and contribution we achieve our overall objective.

Developing our environmental and sustainability initiative through the adoption of best practice is key to creating a work culture where we recognise how individual responsibility and engagement results in positive outcomes for our business and the wider world.



This Policy was reviewed and endorsed by  
Chris Baldran  
Operations Director  
May 2017

# HEALTH AND SAFETY

Garmentec promotes that all employees must adhere to company standards with regards to expected conduct in areas where improper activities could damage the company's reputation and otherwise result in serious adverse consequences to the company and to employees involved.

The purpose of this policy is to affirm the company's commitment to standards of conduct and practices.

## Employees

We are committed to honesty, fairness, and providing a safe and healthy working environment that respects the dignity of everyone.

## Customers

We are committed to providing complete confidentiality, attention to detail, reliable product, delivery and uncompromising service at a fair price.



## Suppliers and partners

We are committed to handling relationships with suppliers and partners in a fair and reasonable manner, consistent with all applicable laws and good business practices.

Suppliers and subcontractors are selected on the basis of objective criteria, including standards of quality assurance, ethics, sustainability and environmental management responsibility, service, price, delivery capability and technical excellence.

Our priorities are to ensure that our products are

- excellent quality
- safe and fit for intended purpose
- fully compliant with all legislative requirements
- sourced responsibly

## Upholding the Law

We proudly conduct our business in accordance with all applicable laws and regulations.

Compliance with the law does not comprise our entire ethical responsibility; rather, it defines our minimum, absolutely essential performance of our duties.

## Promoting a Positive Workplace

Garmentec actively create a workplace where all employees feel respected, satisfied and appreciated. The company does not tolerate harassment or discrimination of any kind - especially involving race, religion, gender, age, national heritage, sexual orientation or disability.

We promote excellence in the workplace and we help our team achieve this by providing an environment of honesty, integrity, respect, trust and responsibility.

While every employee must contribute to the maintenance of this environment, our Directors and Management personnel foster a proactive approach to ensure our working environment is positive and free from the fear of retribution.

Managers and team leaders remain mindful to avoid placing, or seeming to place, pressure on employees that could cause them to deviate from acceptable ethical behavior. Staff have full access to advice and support from our HR Manager whenever required.

# CONTACT

Sales & Support tel. 0114 279 8136

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Website: [garmen tec.co.uk](http://garmen tec.co.uk)

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