2024

JONDO UK/CZ

YEAR IN REVIEW

2024
HIGHLIGHTS & ACHIEVEMENTS

Reflecting on 2024, **a year of progress**, **innovation, and sustainability** at JONDO UK.

We have expanded our operations in the EU with a new production facility giving access to over 750 Million customers in the EU and UK, as well as introducing new products, and strengthened our commitment to efficiency and environmental responsibility.

This review highlights key milestones, achievements, and our vision for the future.

99.98%
SLA Over Peak

90
NET Promotor Score

£800K
Invested



New fulfilment and distribution Hub in Czech Republic

Expanding into the EU

We’re excited to announce the opening of our **new fulfilment and distribution hub in the Czech Republic**, just 20 miles from Germany. This expansion strengthens our ability to serve customers across Europe with faster delivery, consistent quality, and greater efficiency.

By implementing the same technology, processes, and quality standards as our UK site, we ensure seamless colour accuracy, top-tier craftsmanship, and reliable service across both locations. Providing our customers access to millions of consumers across Europe.

This new hub reinforces our commitment to delivering premium, on-demand wall and home décor with speed and precision.

Exhibited at White Label Exhibition

JONDO UK kicked off the year by exhibiting at the White Label Expo, a key industry event that provided an invaluable opportunity to showcase our latest innovations and connect with new and existing partners.

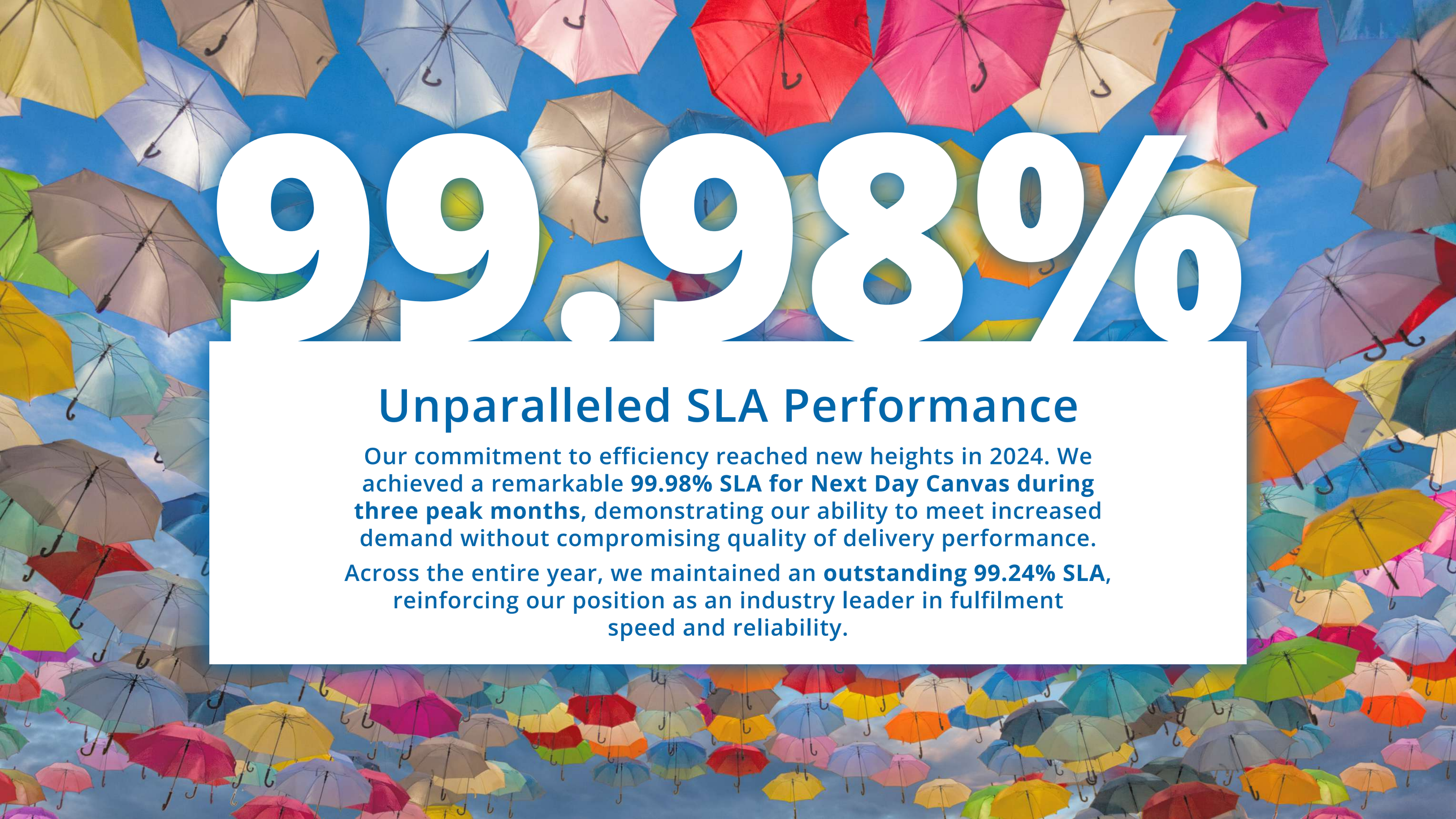
This exhibition played a crucial role in **expanding our brand presence** and setting the stage for a stronger 2025. With exciting partnerships in the pipeline, we look forward to building on this momentum in the coming year.

WHITE LABEL WORLD EXPO









Unparalleled SLA Performance

Our commitment to efficiency reached new heights in 2024. We achieved a remarkable **99.98% SLA for Next Day Canvas during three peak months**, demonstrating our ability to meet increased demand without compromising quality of delivery performance.

Across the entire year, we maintained an **outstanding 99.24% SLA**, reinforcing our position as an industry leader in fulfilment speed and reliability.



Record-Breaking Fulfilment Volumes

JONDO UK scaled operations to meet the growing needs of our customers, shipping **a record breaking number of units during peak periods.** This achievement highlights our robust infrastructure and the efficiency of our production and logistics teams, ensuring orders are processed and delivered on time, even under the highest demand.



Massive Material Usage in 2024

Our production volumes were so vast that the canvas material used in our prints could lap Silverstone circuit 8,000 times.

This striking statistic illustrates the scale of our operations and the sheer demand for our high-quality print products.



Customer Satisfaction & Service Excellence

Customer feedback has been integral to our continuous improvement efforts.

In 2024, we made significant strides in enhancing customer satisfaction, achieving an impressive **Net Promoter Score (NPS) of 90**.

This metric reflects the trust our customers place in our services and our ongoing commitment to excellence. By actively listening to customer feedback, we've implemented process improvements to ensure an even better experience moving forward.



PRODUCTS AND OPERATIONS

Significant Investment in Innovation and Infrastructure

JONDO UK has made a **substantial investment of over £800,000** in new machinery, software, and operational development to enhance efficiency, product quality, and scalability. These investments include the acquisition of **state-of-the-art printing technology, automated framing equipment, and advanced workflow management software** to ensure seamless operations.



about the market

Print-on-Demand Market Growth in Europe:

More businesses are **adopting print-on-demand** due to lower inventory costs and faster fulfilment models.

The European print-on-demand market is expected to **grow at a CAGR of 26-30%** between 2023 and 2028, driven by increasing e-commerce adoption and advancements in printing technology.

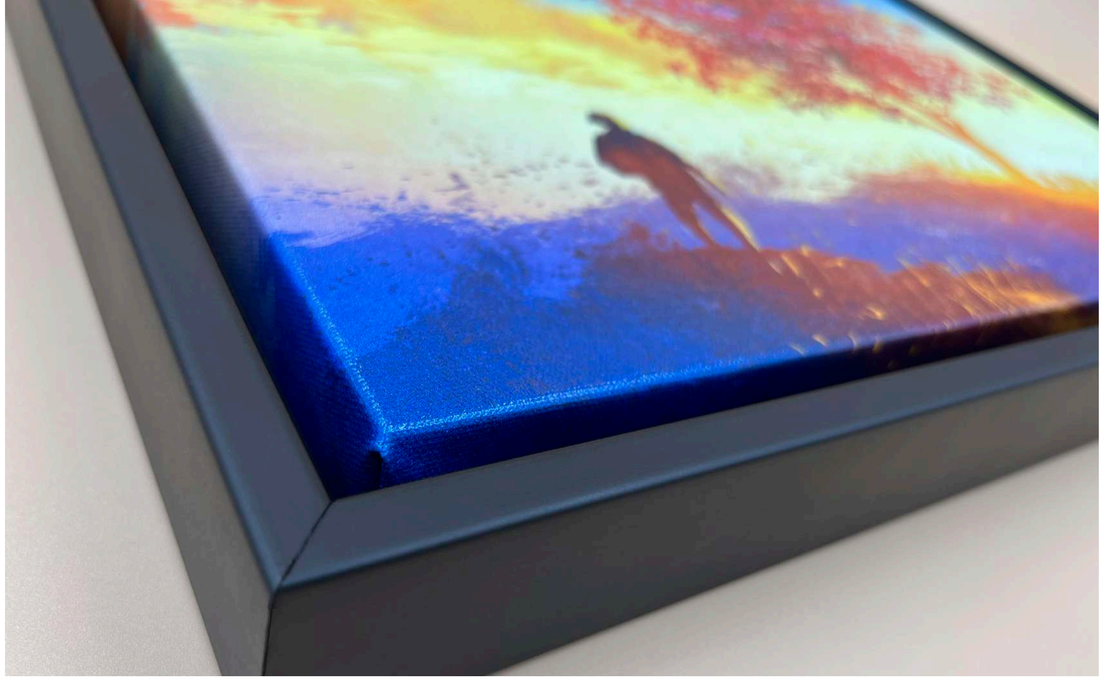
Apparel and home décor (including wall art) are among the **fastest-growing** product categories.

Wall Art Market Growth in Europe:

The European wall décor market is projected to reach over $50 billion by 2028, with digital and custom artwork being key drivers.

The demand for customised and sustainable artwork is rising, especially among millennial and Gen Z consumers.

The integration of AI-driven design tools and personalisation options is influencing market trends.





Expanding Our Offerings and Product Range

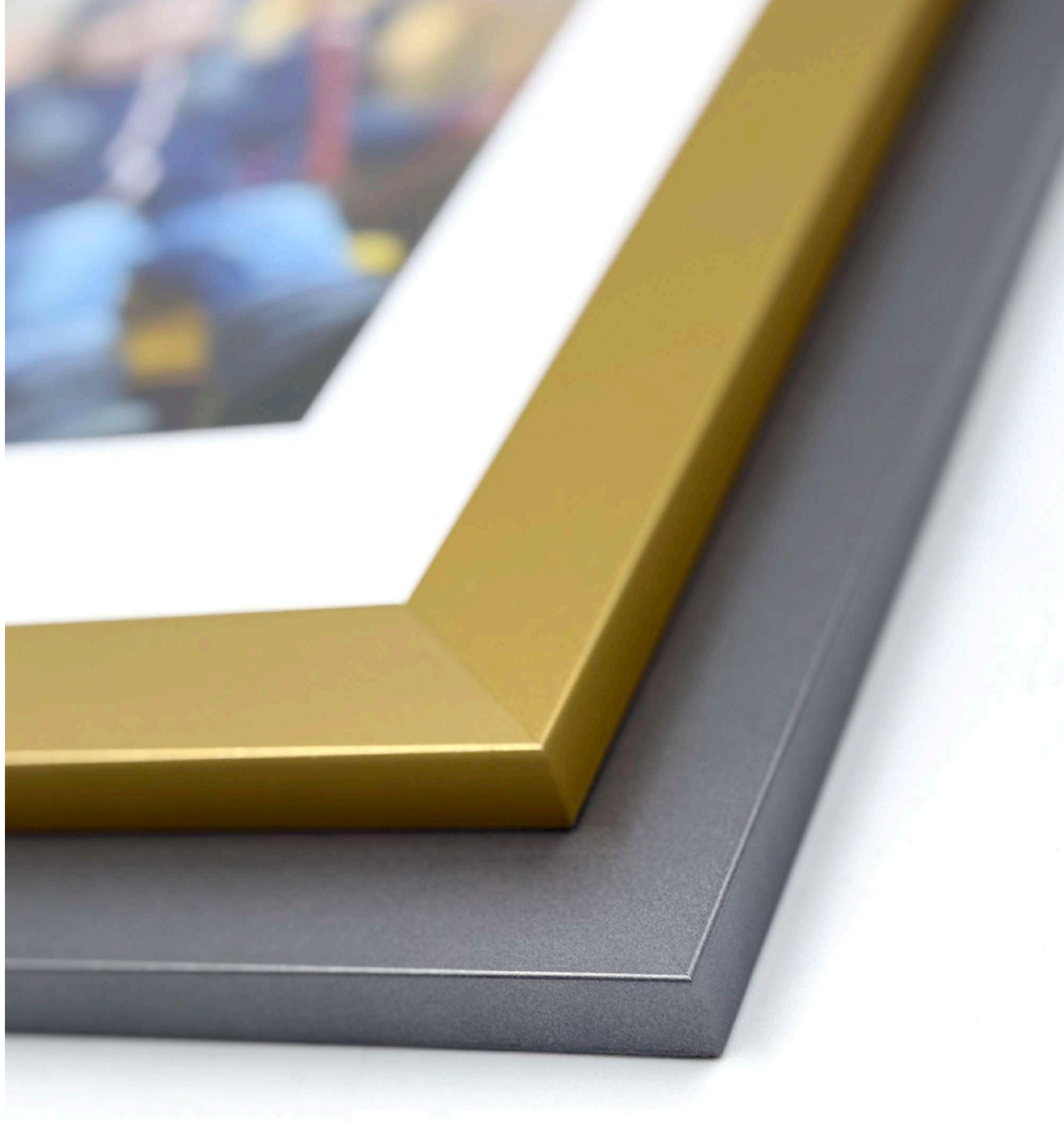
JONDO UK has continued to broaden its product selection, ensuring customers have diverse, high-quality options to choose from. Our commitment to innovation and customer-driven expansion has led to a **significant increase in product variations**, including more customisation options, framing selections, and finishing enhancements.

More customisation options, framing selections, and finishing enhancements.

New Frames and Moulding Options

This year, we introduced an **extensive range of new frames and mouldings**, incorporating contemporary and classic styles to cater to different aesthetics. Our expanded range includes:

- **New colour variations** such as oak, walnut, black grain, and metallic finishes
- **Premium floater frames** designed to enhance artwork presentation
- **Expanded frame sizes** to accommodate a broader range of artistic styles and formats





Enhancements in Print Quality

Our investment in **advanced print technology** has allowed us to improve colour accuracy, vibrancy, and material consistency. Customers can now choose from an expanded selection of **high-definition printing techniques**, ensuring their artwork stands out with clarity and depth.



Optimised Production and Logistics Efficiency

Through strategic investment in workflow automation and **cutting-edge production software**, we have enhanced our manufacturing efficiency, reduced turnaround times, and improved order accuracy.

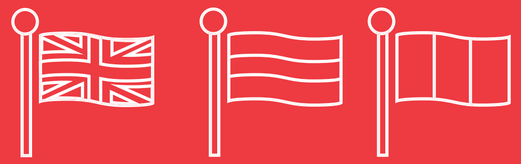
These advancements help us maintain a **seamless fulfilment process** while ensuring our customers receive products of the highest quality.

about the market

E-commerce & Consumer Behaviour:

70%

Nearly 70% of European consumers prefer buying personalised home décor items online.



The UK, Germany, and France lead the e-commerce sector for custom printed products.

60%

Sustainability and eco-friendly materials are key purchasing factors, with over 60% of buyers favouring sustainable print-on-demand products.

Introduction of Sustainable Product Options

Sustainability continues to be at the core of our operations, and we have introduced **eco-friendly frame materials and recyclable packaging** to minimise environmental impact.

Our expanded range of **recycled and FSC-certified materials** further reinforces our commitment to responsible sourcing.



2024 Sustainability Achievements
at a glance

11,360

Since our partnership with Ecologi
we have **planted 11,360 trees**
across **62 projects**

Ecologi

Through 2024 our sustainability efforts have

Avoided 104.32
Tonnes of CO_2e

The equivalent to over

410,000 km

driven by a typical petrol car in the UK.

Culture & Employee Engagement





96.2%

STAFF RETENTION RATE

1.83% Absence Rate

Compared to a national
average of 5.5%

14 Nationalities

Celebrating a diverse
work force

EXCELLENCE • ENERGY • EMPATHY • ENJOYMENT • EXCITEMENT

96.2% Staff Retention & Team Growth

JONDO UK takes pride in maintaining a **96.2% staff retention rate**, compared to a national average of 65%, a testament to the positive work culture and supportive environment we foster.

In 2024, we also grew the **JONDO family**, expanding our team with the addition of skilled professionals in our **new Czech facility**, further strengthening our European operations.





Team-Building & Staff Events

We believe in celebrating our people, and this year saw the continuation of our **staff engagement initiatives** to enhance morale and camaraderie. A highlight of 2024 was our **Summer Festival**, a group-wide event where employees, their families, and friends were invited for a full day of fun. This festival featured live music, food stalls, team games, and entertainment, creating an inclusive and joyous atmosphere that reinforced our strong company culture.

Commitment to Employee Wellbeing

Beyond events, JONDO UK remains dedicated to **employee wellbeing**, offering training programs, career development initiatives, and a supportive work environment. We continue to invest in leadership development, internal promotions, and professional growth opportunities to empower our team and help them excel in their roles.



Looking Ahead

As we move into 2025, JONDO UK is poised for continued growth and expansion. **Our primary focus will be on strengthening our presence in the European market**, expanding our product range, and enhancing our services to provide an even smoother customer experience. We are committed to improving our onboarding processes, making it easier than ever for businesses to integrate with JONDO and leverage our print-on-demand capabilities.

Expanding Our Reach in Europe

Building upon the success of our Czech facility, we aim to further localise production and **increase fulfilment efficiency** across key European markets. This will enable us to reduce shipping times, optimise logistics, and better serve our growing customer base.



Growing Our Product Range

With an emphasis on diversification, we will **continue introducing new frames, mouldings, and material options** to provide more customisation opportunities for our customers. Our goal is to offer the most comprehensive range of print-on-demand products available.





Enhancing Customer Experience

By refining our service model, implementing new technologies, and streamlining our onboarding process, we aim to **improve ease of access and scalability** for businesses looking to work with JONDO UK.

A message from Our Group Managing Director

“I’m extremely proud of our achievements in 2024. We successfully executed our 3 key objectives for the year by reducing our SLA, expanding our strategic footprint, and delivered industry leading delivery and quality performance to our expanding client base.

We are well positioned for further growth in 2025 and are excited by the challenges ahead. We’ll continue to work hard, stay humble and strive for more.”

- David Bowdery

BRING ON 2025

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