



**ONE3ONE**  
**SOLUTIONS**  
JUSTICE WORKING FOR YOU

“

I am determined to make sure families feel safe in their homes and can walk their streets freely and without fear. It is the first duty of government to protect the public and ensure that those who play by the rules are kept safe.

Prison is about punishment, first and foremost, and also gives vital respite for communities and victims of crime. But it needs to be about more than that. It needs to reform and rehabilitate prisoners so that when they come out, they are less likely to fall back into crime, creating more misery and more victims.

The government wants prisons to be places of punishment with a purpose. Instead of prisoners sitting in their cells, we want them to work hard and reform themselves. Prisoners working productively towards their own rehabilitation will contribute to the UK economy and make reparation to society.

Many businesses, large and small, already make use of prison workshops to produce high quality goods and services and do so profitably. They are not only investing in prisons but in the future of their companies and the country as a whole.

I urge others to follow their lead and seize the opportunity that working prisons offer.

”

**Rt Hon David Cameron MP, Prime Minister**

“

Reoffending brings with it significant costs to society. Working in prisons can provide prisoners with an opportunity to gain work related skills and experience that can help them reintegrate into society on their release, building their potential to become hardworking future employees. The CBI fully supports ONE3ONE Solutions and the initiative to bring more commercial work opportunities into prisons.

”

**John Cridland, CBI Director General**

“

I believe the business community should do more to help rehabilitate prisoners and find opportunities in the workplace. We need to be creative and flexible in our approach to find jobs and work contracts. Initiatives such as ONE3ONE are a step in the right direction.

“The more productive you can make people while they are in prison the more they can learn and the better their chances of succeeding once they are let out. Everyone deserves a second chance and research shows that many ex-offenders are more committed and willing to do more than ‘just the job’ and are grateful for the opportunity to do something worthwhile.

”

**Sir Richard Branson, Virgin**

# ONE CHANGE TO YOUR BUSINESS

**ONE3ONE is an enterprise with a difference. We have 131 locations across England and Wales, utilising a workforce of motivated prisoners who are looking to repay society and build outstanding business relationships with you.**

We deliver many high quality products and services for household names. We help businesses with textiles, printing, laundry, woodwork, furniture making and engineering in all sorts of innovative ways. We have tens of thousands of workers in more than 450 facilities in Her Majesty's prisons. We want to create new work opportunities and that is where you come in.

It doesn't matter what size your company is, we have experts in all forms of manufacturing, logistics and customer services just waiting to change the way you do business for good.

## 3 GREAT REASONS

**1 We are ready** – our facilities have the capacity and workforce to build the best solutions for your company. Our flexibility and our commitment to offer more work opportunities to prisoners means that we are ready right now to offer more to business.

**2 We are nationwide** – you are never far away from one of our locations. Whether it is working with your business locally or

nationally, supporting innovative ideas or linking up to provide goods or services – we have the scale to match your ambition and can shorten your supply chain.

**3 We are justice working for you** – We offer you a social return as well as great business benefits. Our team is motivated to help change lives as well as satisfy your customer needs.

Offenders are motivated to work and return to their lives outside better prepared for work. It is a way to give something back to your community.

## ONE NEXT STEP

Those who are already working with ONE3ONE tell us the best call they made was the first one.

Better still, come to visit us at one of our locations across England and Wales and you will see we are open for business.

It could change the way you run your business.

Call:  
**0300 047 5239**

Email:  
**ONE3ONE-generalenquiries@noms.gsi.gov.uk**

Find us online:  
**www.ONE3ONE.justice.gov.uk**

# THREE FLEXIBLE SOLUTIONS

Because of ONE3ONE's scale and diversity we can support a wide variety of needs 24 hours a day. Our flexibility could be the strength you have been searching for. Look at the three choices we offer:

# 1

## We can produce your merchandise to order

Whatever you need us to do, we have the capacity.

### Already on the production line are:

- Workwear/uniforms
- T-shirts and jeans
- Office and garden furniture
- Windows and doors
- Leaflets, marketing materials and signs

# 2

## We can be part of your supply chain

Assembling and packing your products.

### Our workers currently:

- Wrap and box headphones
- Assemble plastic poppies
- Inject plastic moulds
- Pack meal portions
- Repair equipment
- Run laundry services and alterations

# 3

## We can host your business

Saving you the hassle of managing a number of overheads, providing you with a flexible workforce that meets your needs as your business changes and grows.

### We already host companies:

- Recycling
- Making furniture
- Running digital marketing
- Packing and storing supplies



The companies we are working with have expressed genuine surprise at the level of work we are able to produce and the resources and facilities we have to offer. We have the space, the people and the flexibility. We are open to new ideas and open for business.

**Deborah Butler, Governor HMP Featherstone**

# ONE LOOK AT WHAT WE ALREADY DO

You can see our diverse range of locations, and some examples of where work is already underway, benefiting businesses and their local communities.

## PRINTING

We have presses, cutting and laminating equipment across our network.

At present a workforce of 500, supervised by over 50 instructors in almost 30 workshops provide competitively priced, high quality print, signage and data processing solutions. At HMP Maidstone our ISO 9001:2008 accredited unit has the capacity to achieve 66,000 sheets per hour across B3 and B2 lithographic presses.

Our facilities and services include:

- Litho and digital printing
- Signage, leaflets, business stationery and brochures
- Print finishing such as binding, folding and laminating
- Desktop publishing
- Direct marketing and data entry



## TEXTILES

One of our longest associations is with the textile industry. We produce over 2 million pieces across our operations, including aprons for a large supermarket chain.

We have large workshops, typically involved in:

- Cutting
- Manufacturing
- Inspection and packing

Our facilities include:

- Cut, make and trim (CMT)
- Embroidery machines
- Computer assisted flat beds



# ENGINEERING

We have 16 engineering and aluminium double glazing workshops offering 614 prisoner work places. Our workshops are equipped to handle both sheet and fabricated products using modern machinery capable of producing high quality products.

Our engineering work includes:

- Machining
- Sheet metal work
- Powder coating
- Welding and fabrication
- Assembly



# LAUNDRY

We have significant experience providing industrial-scale laundry services. Across the country, we provide laundry solutions for hospitals, police forces and even rugby clubs. We have 40 workshops employing about 800 prisoners and over 70 instructors.

Our facilities include dedicated space for:

- Continuous batch washers
- Washer extractors
- Tumble drying
- Folding and sorting



# WOODWORK

Twenty woodwork workshops offering 700 prisoner workplaces. Our workshops are equipped to handle both sheet and solid wood products using modern machinery capable of producing high quality products

We manufacture and refurbish wood products including:

- Machining – cutting, moulding, edge banding, turning, sanding and spray finishing
- Assembly
- Joinery





With the recent refurbishment of HMP Wymott laundry, the prison laundry is now comparable with any private commercial laundry.

**D.I. Jaszczuk, Instructional Officer, HMP Wymott Laundry**

# IT WORKS FOR YOU

**ONE3ONE have proven experience in delivering quality solutions at fair and competitive prices. We operate behind prison walls but these are no barrier to business.**

## **A straightforward relationship**

– working with us will be no different to contracting with any other provider. Prisons are a secure environment but this can be a real advantage and working with us will be a straightforward business transaction. When we work with you we will give you all the support you would expect from a partner in your business.

**You can trust us** – we compete on quality as well as cost. We will always deliver the best standard of service. Over 1,000 instructors are employed to oversee and motivate prisoners delivering your work. Our instructors are some of the best in the business at training and developing skilled

and unskilled workers. And our prisoners want to work and take pride in what they do, gaining valuable life skills and work experience along the way.

**Safe and secure** – many of our prisoners are trained to work with a range of tools and materials. Whether it is welding machines, cleaning chemicals, sewing machines or printing presses, we comply with all health and safety standards and develop our workforce. Our doors are open for business, but naturally prisons are secure 24 hours a day. This means there is no concern about separate security contracts to protect goods or stocks.

**Onshoring** – ONE3ONE are particularly keen to support UK Manufacturers in reshoring work, and can provide competitive solutions to companies interested in bringing their supply chain back into the UK.

## **Solving Your Skills Shortage**

– ONE3ONE can support UK industry in addressing skills shortages in a range of industries such as textiles, plastics and engineering. This is in terms of covering the work you need completing now in workshops inside prisons, but also tailoring training for prisoners to equip them with the skills you are looking for which they can offer on release.

## Excellence. Simply delivered

DHL runs a complex retail service for prisons across England and Wales, where prisoners pick and pack around 60,000 orders a week, which are despatched across the prison estate. The work provides the opportunity for

prisoners to develop new skills and qualifications which can lead to employment on temporary release and at the end of their sentence.

**Dan Peacock – Head of Public Sector (DHL):** “ONE3ONE provide great opportunities that make a difference to the individual and to society as a whole, whilst developing loyal and capable employees for our business. We aim to train and develop talented individuals within prison, allowing transition into our operations upon release.”

**Chris Taylor – General Manager (DHL):** “Anyone would be lying if they didn’t admit to some trepidation when first visiting prison, but I have been impressed by the level of investment and quality of output. Once you are through the door we like to create an environment identical to any DHL workplace. Prisoners are colleagues.”



# IT WORKS FOR PRISONERS

**Improved opportunities to work in prison are the building blocks helping prisoners adapt to a real work environment and become productive members of society.**

Prisoners, often for the first time, will work full, productive weeks and will make a further contribution back to society.

Prisoners will:

- Extend their skills and collaborate within a team
- Build their CV
- Develop self confidence

We have developed the provision of training and qualifications inside prison so that it links to vocational opportunities available outside.

Our approach is to replicate the experience of everyday working life.

Our prisons operate to a set of values which include being open, honest, transparent and treating prisoners with decency and respect.

“I find the colleagues we’ve recruited from prisons are among the best we’ve got. We simply recruit people who we feel deserve a chance and think the best way to avoid people going back to prison is to give them a good job.” James Timpson



## Making London 2012 a British success

**Amaryllis are a British force to be reckoned with in the management of reuse and recycling furniture and equipment. Their work with prisons has not only prevented unnecessary landfill contribution but has also transformed offices throughout the country.**

David King, Chief Executive said: “Prisons have vast space and facilities. They have lots of people who can provide labour and resource. I like to think of it as super-serviced accommodation.

“You have to get used to working in a secure environment, ensuring that people are trained, but the upside is that you can secure your supply chain – prisons don’t go bust.

“The programmes we have put in place are a benefit to us, but also to the prisoners as they will be trained and have an NVQ qualification at the end of their sentence.

“Our most significant success to date is through our brand ‘Reform’, where we are providing refreshed and remanufactured furniture for public and private sector organizations such as DEFRA, the Home Office and Department for Education. Staff at the Olympics, for example, also benefited from Reform furniture.”

John, an offender at HMP Kirkham said: “I’ve learned a lot from working for Amaryllis. Before I thought stuff just got chucked away. We are here from 7.45am to 4.45pm, making use of all the furniture that comes in and learning about recycling.”





I have personally been exceptionally pleased with the skills and quality of workmanship demonstrated by prisoners. I have seen this first hand through prisoners that work for my business, both during and after their sentences. I was so pleased with the quality of furniture in one prison that I ordered more for Timpson's offices.

**James Timpson, Timpson Ltd**



Learning new skills has given me greater opportunities of employment.

**Pete, Offender, HMP Maidstone**

# IT WORKS FOR SOCIETY

**As well as excellent commercial benefits for your business, working with ONE3ONE helps deliver your corporate social responsibility objectives. We support the Government's commitment to 'Breaking the Cycle' of crime and reoffending.**

We know that offenders are less likely to reoffend if they gain employment after release. Through working in prison, offenders are helping to generate revenue which contributes financially to victim services and their own rehabilitation.

The cost of crime and reoffending directly impacts on your local community. Paying back to society is one of the great strengths of our enterprise. It truly is justice working for you.

"We're here to help change the lives of offenders and in doing so protect the public and prevent victims. Making prisons places of productive work, providing the discipline and challenge of a full working week to offenders will make a contribution to these aims. Work in prisons will contribute to their rehabilitation, support victims particularly through financial means and make a more positive contribution to wider society."

**Michael Spurr, Chief Executive Officer, National Offender Management Service**

## Prison governors are industry focused

**Eoin McLennan-Murray, Governor at HMP Coldingley, is justifiably proud of the achievements across multiple industries at the prison, he explains a couple of examples:**

"At Coldingley we opened a new workshop producing industrial wipes from recycled linen, and more than doubled

the production rate per worker compared to the company's external factory within three weeks. Our customer is delighted with both the quality and especially the quantity of our work.

We have a fantastic engineering shop that can manufacture a wide range of metal products; you can find our air conditioning units in the Shard building in London. The quality of our products is second to none and we deliver orders on time and at competitive prices.

We take long term prisoners and inculcate a working ethic in them. Many of our products are made for the commercial market and we encourage customers to come in and see the prisoners working to produce their goods."



# ALREADY THROUGH THE GATE

**Uniquely for an organisation, we draw on the experience of prisons that have an established and successful reputation with key industries such as recycling, industrial laundry, printing, furniture and textiles. We already have over 200 external customers and provide a range of services for internal markets across government.**

We find flexible solutions for brands such as: DHL, Amaryliss, Timpson, Summit Media, Boss Design, Dextra Lighting, LMB & Co, Williams Lea, York Timber.

Now let's work together to find the right solution for you.

## Grow a green business

**Polymer Recycling use ONE3ONE's high security establishments for a secure recycling business. Initially they had concerns about prisoners handling potentially sensitive materials. Darren Johnston, Production Manager explains how these initial concerns were quickly overcome:**

"After meetings and discussions with various prisons, all of the potential security issues have now been resolved.

"Polymer Recycling Ltd has been able to grow as our principal suppliers of physical media are secure in the knowledge that their material is being securely handled and can in no way find its way back into the marketplace."

## POLYMER RECYCLING LTD

Completing the circle

## Tailored to your needs

**LMB Textiles sort and recycle old clothing. They have been working with prisons since 1995. Ross Barry, Business Development Manager explains:**

"It's allowed us to continue manufacturing in the UK, which I don't think otherwise would've been possible. Most of our

competitors moved to Eastern Europe about 10 years ago.

"Using prison workshops has helped LMB to expand and develop our business. It has allowed us to continue to work in the UK and given us extra capacity and the ability to expand quite quickly and easily should we need it."

LMB has expanded its business to four establishments, with about

150 prisoners working for them. ONE3ONE has worked closely with them to ensure the physical environment of each workshop is tailored to their business needs and that we can adapt as their business needs have grown.



# Food for thought

At HMP Kirkham, we host the business CALPAC Ltd, which stores, packs and dispatches food.

The prison governor has committed to provide CALPAC with the buildings, facilities and resource pool to deliver their business. He also ensures that the necessary security features are in place, and facilitates deliveries and collections to and from the prison.

CALPAC have been able to train their workforce to suit their needs, and retain close control over the daily production, processes and supervision of the business. Their overheads are minimised and all costs are included in the price they have agreed with the prison.

**Mike Perry, Director of CALPAC (pictured) said:**

“The financial costs of setting up a business within a prison are considerably lower. As far as the motivation of the lads or the work that they do, you definitely wouldn’t know that it was within a prison. It’s probably one of the most efficient units that I’ve ever worked in.”



Having a vast professional background in the textile industry we pride ourselves in producing quality garments working with state of the art machinery.

**Instructional Officers, Debbie Goodman and Carole Devlin, HMP Wymott.**



# QUALITY AND FAIRNESS IN EVERYTHING WE DO

**We manufacture products of high quality. Our headquarters are registered to ISO 9001:2008, and many of our prisons have attained sector specific quality standards to run businesses in a safe and compliant way.**

We operate under a Code of Practice that ensures we behave fairly with regard to both prisoners and UK business.

We will not exploit prisoners and they will need to demonstrate a willingness to work before they are utilised on commercial work, nor will we unfairly undercut established business.

We do look for opportunities to support jobs in the community and UK supply chains.

Further details and the full Code of Practice under which we operate can be found at [www.ONE3ONE.justice.gov.uk](http://www.ONE3ONE.justice.gov.uk)

“The Government has been keenly aware of the need to operate fairly. ONE3ONE’s commitment to making sure that it is not the cause of jobs in the community being substituted, to competing fairly and to seeking opportunities to support local business and jobs, is a significant and very welcome step forward.”  
**John Cridland, CBI Director General**

## Social solutions

**Summit, the UK’s leading retail-only digital marketing and e-commerce consultancy, started life in 2000 at HMP Wolds. Today, they employ 110 staff at four offices. The 28 staff at the Wolds office include a number of prisoners working on affiliate marketing and social media.**

Over 450 prisoners have already worked with Summit, and after release, many former prisoners have gone on to become full-time members of staff.

**Hedley Aylott, Co-founder and Managing Director, says:**

“We have now worked in the prison in partnership with HMP Wolds for eleven years. The office we equipped is comparable with the best standards of any outside accommodation. Our highly motivated staff are loyal and hardworking and realise they are being offered a once in a lifetime opportunity to have a decent future as honest tax paying citizens. As time has gone by there are many success stories to feed the resolve of those working towards their future.

“Those who go on to work for Summit on release are seamlessly integrated into the outside office, enjoying parity of esteem with their colleagues. Two of the most senior positions in the company are held by ex-offenders who have worked for Summit for ten and eleven years respectively. We highly value our prisoner colleagues, past and

present, who have made such a valuable contribution to the growth and success of Summit. Above all, they have rewarded our faith in setting up Summit inside the prison and demonstrated so many successes in turning their lives around.”

**Ed Cornnell, Governor of HMP Wolds says:** “Summit has developed a personal relationship with the prison which has provided a great commercial venture and equally great opportunities for people to turn their lives around. The progression of Summit employees from recruitment from within the prison system to advancement within the company are outstanding.”



# MEET THE ONE3ONE TEAM

Discover the people who will make a difference to your business, to the future of offenders and to the society we live in.



## One ambition

### **Sarah McKnight Chief Executive of ONE3ONE Solutions:**

“ONE3ONE Solutions provides a wide range of products and services that can be tailored to meet the needs of your business. With more than a hundred prisons across England and Wales we provide excellent geographic reach, potential for increased production capacity and operational flexibility at competitive prices. Working with ONE3ONE can benefit your business, so come talk to us to explore further.”



## 131 local business leaders across our enterprise looking for new opportunities

### **John Huntington, Prison Governor:**

“ONE3ONE has provided me with the business edge needed, through investment and advice, to prepare prisoners to re-enter the job market on release. As a result I’ve been able to steer the course of the prison’s purpose in the direction it needs to go.”



## 1,000 instructors that put quality first

### **Tommy Wilson, Instructional Officer, HMP Wymott:**

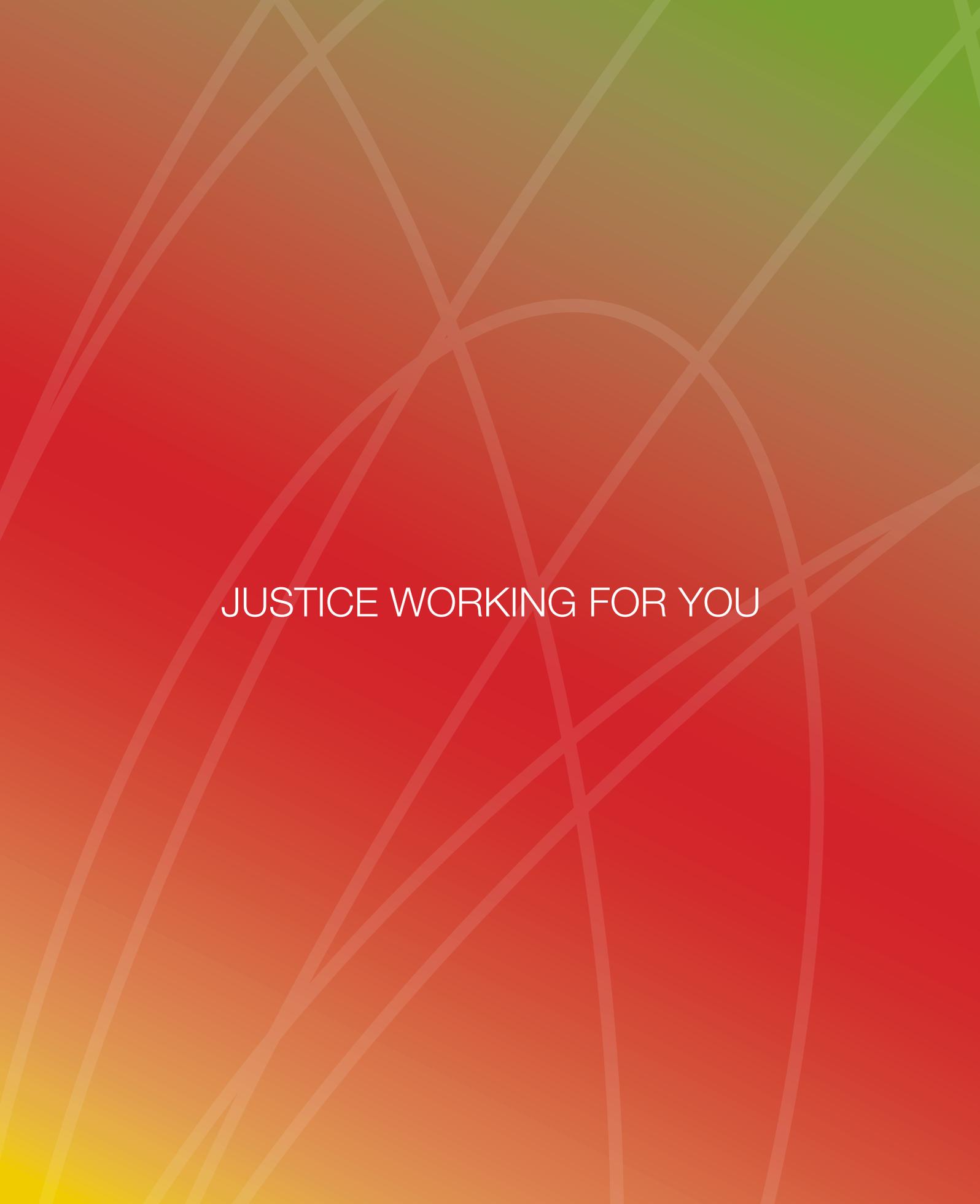
“In the printing department we offer a high standard of training in all aspects of industrial printing, up to and including City & Guilds qualifications.”



## And a motivated workforce of tens of thousands

### **Martin, Offender**

“The goals we get set, we achieve within the 40 hours per week. Working in here has made me think that I can get a job in a factory when I get out.”

The background features a color gradient from red at the bottom to green at the top. Overlaid on this are several thin, semi-transparent lines in various colors (red, orange, green) that form a complex, abstract pattern of overlapping curves and straight lines.

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