GDHA
Green Policy

Caring For Tomorrow

Glen Dimplex Home Appliances Green Policy

Glen Dimplex
HOME APPLIANCES

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Introduction

With a manufacturing pedigree spanning almost one hundred years, the Glen Dimplex Home Appliance (GDHA) business has an enviable reputation for producing market-leading domestic and medical appliances. Brands such as Belling, Stoves, Britannia and Lec have become household names, giving years of reliable and efficient service in homes, hospitals and pharmacies throughout the UK.

The Glen Dimplex business has an impressive history of innovation and this is reflected in an unrivalled range of appliances that are renowned for their design, quality and reliability. We truly believe that 'British design is best' and that's why we are proud to design and manufacture in the UK, with particular emphasis on our market-leading range products.

We also work hard with our hand-picked overseas suppliers to bring innovative products to UK markets – all designed and manufactured to our exacting standards. Our work has brought market leading energy efficient products within reach of every user, including a wide range of highly efficient induction cookers.

As with many businesses in the UK, we are well aware of the challenge faced by climate change. We are aware of both the potential impacts on people and natural habitats and also the likely changes that will take place in industry and commerce as a result of adapting to the shift in the climate.

We believe that the key issue here is effective use of energy in both the products that we make and the facilities that we manufacture in. This is why GDHA took the decision to ensure that our businesses are certified to the International Energy Standard BS EN ISO 50001 and are seeking to extend our other Environmental certifications.

Our awareness and concerns for the environment are pivotal to many of the manufacturing processes that we now use, and we are proud of our record of environmental improvement that aims to make our environmental footprint that little bit smaller with every year that goes by.

We are committed to achieving these high standards of environmental performance by minimising the impact of our operations where viable, and our attention is particularly focussed on the issues of energy efficiency and waste reduction within our business – tackling head on key issues of climate change and environmental pollution from waste.

By managing our operations in a sustainable way, and developing strong partnerships throughout our supply chain, we aim to improve the overall efficiency of the business and continue to reduce our impact on the natural world.

Mark Davison
Managing Director

Company History

The story first began in 1973 when Glen Electric was established in Northern Ireland manufacturing oil-filled radiators with just seven employees. With the acquisition of Dimplex in 1977 - a company eight times Glen's size, and a brand leader in electric heating - the ambition of the young Glen Dimplex management team was confirmed.

Today the Glen Dimplex Group is the undisputed world leader in intelligent electric heating and renewable energy solutions, as well as holding significant global market positions in domestic and commercial appliances.

The Glen Dimplex Group comprises a number of operating divisions, each concentrating its expertise on a particular product type. GDHA sits within the Consumer Appliances Division alongside other household names like Morphy Richards and Roberts Radio, and helps the Glen Dimplex Group provide a comprehensive product range to UK households, businesses and health care providers.

Glen Dimplex Home Appliances (GDHA):

GDHA is made up of the leading cooking brands - Stoves, Belling, New World, and Lec. Many of these brands can trace their history back for more than 100 years. We have been looking after these treasured names for the last 20 years, and during that period we have earned a reputation for being market leaders in domestic cooking and cooling appliances. With an unrivalled choice of appliances, GDHA is now the largest manufacturer of cooking products in the UK.

Across the brands' product ranges lie a range of stylish and innovative appliances, and the company is committed to building products to the highest possible standards using quality raw materials. These are crafted by a dedicated team that prides itself on attention to detail.

Glen Dimplex Medical Appliances (GDMA):

GDMA is built around the leading Lec Medical brand. This division of GDHA has an equally impressive pedigree and can trace its origins as far back as the 1942 when Lec (Longford engineering company) was first established. Now, with a dedicated design and assembly facility in the UK, the company is building on its market leading position in medical refrigeration by providing a range of highly efficient purpose built products for use in areas such as pharmacy, laboratories and wards.

The world is evolving at an extraordinary rate. Overcoming future business and environmental challenges requires constant innovation and truly imaginative leadership. With a portfolio of category-leading brands and an unrivalled range of low carbon technologies, the Glen Dimplex businesses are strategically positioned for sustained growth into the future.

Environmental Management Ethos

"The Glen Dimplex businesses are committed to the continual improvement of manufacturing and logistical processes to ensure the best value for customers and stakeholders alike."

The company's aim is to minimise its environmental impacts and to actively pursue policies that will ensure all operations meet or exceed legislative requirements.

Environmental Policy:

- We meet or exceed legal requirements
- We continuously develop strategies to reduce consumption of resources, prevent pollution and improve the overall impact from our operations and products.
- We continuously seek ways to improve our work environment and reduce risks that may cause accidents and pollution.
- We are committed to raising environmental awareness throughout our businesses.
- We strive to implement certifiable environmental management systems across the business.
- We are committed to monitoring and measuring our environmental performance, pursuing external guidelines where possible.

Energy Policy:

- We meet or exceed legal requirements
- Develop energy efficient products
- Support the use of energy efficient products and services wherever practicable through the use of best practice and new technologies and new processes
- Provide regular performance management reports within the business and raise awareness of energy issues with company colleagues
- Identify opportunities to maximise resource use and improve energy efficiency.

Sustainability:

- The GDHA and GDMA companies are committed to providing products and services that are environmentally sound throughout the entire production process and the product life cycle. Our aims are to make sustainability a highly visible part of our business philosophy and culture and integrate this thinking into our business goals.

Certification

Our ultimate goal is to make high quality, design-led products that exceed customers' expectations, whilst minimising the environmental impacts inherent in their manufacture and use.

"Our certified quality and environmental management systems are designed to ensure that all our people are involved in the pursuit of excellence and we have the knowledge to deliver products and services that are both fit for purpose and exceed customer expectations."

As well as using BSI as our independent verification company to ensure that certifiable environmental management systems are implemented across the business, we also engage with a variety of other bodies to ensure our products and production facilities meet customer expectations. For instance, our products are checked by the Energy Savings Trust to ensure that the correct energy performance is quoted on our appliances, whilst factory energy use is tested through our climate agreements with the Department of Trade and Industry.

Nowhere is our commitment to UK environmental law better illustrated than our almost twenty year unbroken history of holding the BS EN ISO 14001 environmental management standard for our manufacturing site at Prescot. As well as helping the Glen Dimplex businesses become more environmentally conscious, we have learned how to measure consumption and reduce waste thereby making tangible cost savings, reducing environmental impact and enhancing environmental credentials.

In a bid to ensure that every item produced in our factory is covered by the controls outlined in the standard, we have begun work to extend our management system certification to cover stock management and distribution from our National Distribution Centre in Stoke and GDMA.

Given the importance of climate change and environmental protection to our business a new focus on lifetime energy use in our products is being created. Business-wide implementation of the energy management standard BS EN ISO 50001 will ensure that manufacturing, purchase and logistics activities for all of our product lines have a clear energy focus and clear improvement targets to achieve.

Sustainability

"Our approach to sustainability is throughout the industry and as part of our efforts to reduce the impact on the environment, we have turned our attention to our own products and services, looking at the energy efficiency, durability and packaging of all our products."

Materials:

Regardless of the type of material – be it structural steel, glass, temperature controls, cooling circuits or plastic - the majority of parts contained within our products are there for reasons of function and performance. Across all products, we endeavour to ensure that the parts and components meet relevant environmental legislation; for example, we ensure that the refrigerant gases used in our refrigeration products have zero ozone depletion potential, as well as a global warming potential 140 times lower than the previous refrigerant gas used.

Whilst there are limits in how much we can influence raw material choices, our aim is to source, where possible, from partner companies that work to become equally resource and energy efficient.

Despite many supply chains becoming increasingly global, we continue to work with suppliers to limit the impacts of transport by reducing reliance on air freight and by using mixed freight containers to maximize our distribution efficiency.

Design:

We are renowned for producing stylish, innovative and functional appliances that are designed with the end user in mind. However, behind the exterior gloss of these products lies complex designs that seek to reduce environmental impact at all stages of the product life cycle, including recycling and disposal.

None of our products are static. We are committed to a process of modification and modernisation to achieve improved sustainability. Simplified designs that use less components to simplify the production and end of life recycling of the products. For example, reducing welded and glue content in our cooking products, can increase opportunities for disassembly and re-use without having to use thermal treatments on metal parts to remove the adhesives. Our design teams are also focussing on introducing more simplified, modular designs that will further improve recyclability, in addition to modifying products to ensure that they can benefit from technology improvements like electronic control.

Carbon Reduction

"In a period of volatile energy markets, with significant concern about cost, security of supply and climate change, sound energy management is vital to the future of our business. We know that effective energy planning and control procedures need to be fully integrated into our management thinking to remain competitive in UK and International markets."

Energy Savings:

GDHA recognises that climate change is a pressing concern for present and future generations. Significant changes to weather patterns, temperatures and rainfall resulting from the burning of fossil fuels is now widely seen to affect communities, businesses and national economies. Addressing climate change is therefore the key issue on the environmental agenda and is forcing a whole range of companies to take the issue of sustainability seriously.

For us, sustainability is not just about making sure that our manufacturing units and transport operations are energy efficient, it is also about ensuring that we offer energy efficient products to our customers. Over the years we have developed an increasingly wide range of energy efficient products, including A+ rated domestic refrigerators. This type of product can reduce energy consumption by up to 25% over its lifetime and can help households reduce both costs and carbon emissions.

Of course, we do not just restrict our efforts to products and we have made great efforts over the years to make our manufacturing facilities more energy efficient by rebuilding furnaces, adopting new packaging methods and investing in energy efficient compressor, heating and lighting schemes. As a result of work that we initially undertook with the Carbon Trust, we also operate two Climate Change Agreements (CCAs) which mean that we work towards energy reduction targets agreed with the Department of Energy and Climate Change.

As a business operating in challenging markets, we continually strive to reduce our costs of operations through continual improvement of our performance in operations. Energy consumption is a significant expense to this business and so initiatives to reduce consumption then benefit the company and assist in meeting our environmental commitments and obligations.

We work with an external consultancy to continually define, measure, analyse consumption patterns before and after implementation of energy reduction initiatives with validated benefit to meet CCA targets, adapting to company strategic changes, challenging ourselves to reduce structural energy demand for our site and production related demand from our operations.

Carbon Reduction

Packaging:

We strive to ensure that the design of our packaging is only to the extent appropriate for the safe handling, storage and transportation of our products, as well as minimising damage to the product and being recyclable. Our packaging principally comprises cardboard, timber, polystyrene and polythene wrap. All our cardboard products contain at least 80% recycled fibre and all of our timber is FSC certified and from sustainable sources. Both our plastic wrap and cardboard products are fully recyclable.
Polystyrene packaging is a key part of ensuring that the products we manufacture can be safely transported and stored and arrive at the end user in perfect condition. Manufacturing our own polystyrene on site has created an environmental improvement by enabling us to reduce the movement of delivery vehicles bringing packaging into our factory.

We will of course continue with our research and development work to continue to reduce our reliance on oil based plastics in our packaging materials. This reduction in the use of plastics will all help to reduce the opportunity for poor disposal of consumer waste to affect ocean habitats.

Transport:

"Our target is to meet the challenge of reducing emissions without affecting customer service."

We continue to work on reducing the impact from our freight movements that is responsible for transporting products from our supply facilities to customer warehouses. In order to move products from ports, factories and warehouses to our own sites and then on to our customers we partner with XPO logistics. In addition to investing in modern fuel efficient vehicles with XPO, we use a combination of stepped frame and long wheelbase trailers on as many routes as we can to provide the maximum load capacity for each vehicle which means we emit less carbon for each appliance that we move.

As well as making hardware changes, we work closely with our logistics partners to use route planning, tracking and fuel accounting processes to make each journey as efficient as it can be. This approach is supplemented by improved driver training and 'back haul' contracts which avoid vehicles travelling empty and wasting fuel. As GD has its own fuel bunkering facilities we can ensure that we have the best possible data available to us to improve fuel efficiency.

Glen Dimplex has made recent policy changes in the provision of vehicles used for Service Engineers and other support staff, including emission caps on all vehicles and making petrol hybrid cars available to our staff. The new Service Engineer fleet, when used in combination with route planning and tracker systems is proving to be at least 20% more efficient than previous vehicles, saving over a tonne of carbon per vehicle every year.

Despite this success, efforts continue to be made to improve job planning, route planning, vehicle tracking and navigation systems as we know there are further savings to be made.

Waste Reduction

"We believe every stage of the supply chain presents an opportunity to eliminate waste. As such, we are constantly focused on finding many ways to reduce, reuse or recycle across all of our operations and markets."

At our Manufacturing site in Prescot as well as investing in more efficient machinery we have also undertaken a number of successful projects to optimise resource use and reduce waste. At the Prescot site alone our waste minimisation policies help divert more than 340 tonnes of plastics, cardboard and polystyrene from landfill every year. This is in addition to the collection and recycling of pallets, steel scrap, aluminium swarf, oils and solvents.

Other initiatives that have been used to reduce the levels of waste generated include re-using steel off-cuts from body panels to make smaller components, putting 'parts nesting' programmes onto our CNC machines to ensure we make as many parts as possible out of each piece of steel with minimal off-cuts, and simplifying product designs to make them easier to assemble whilst improving durability. We also use line-side sorting and dedicated waste handlers to ensure that anything that we can recycle is collected for reprocessing.

In order to account for the packing that we have in use on products and 'back door' packaging used on components and materials, the company is also registered under The Producer Re-sponsibility scheme, as well as being registered by the Environment agency under reference NPWD151203. As required by regulations, we are also registered with REPIC - a suitable compliance scheme which helps in the collection and re-processing of packaging – and in conjunction with EU rules, we are registered with the UK Environment Agency as a producer of WEEE under WEE/DK0059TT to ensure the correct disposal of electronic and electrical waste items.
The majority of our products and components arising as production waste are collected separately and consigned for reprocessing with companies such as EMR who are licenced to dismantle and recycle electronic waste in the UK. We are also registered with the relevant Agencies as a producer of hazardous waste under NAC 683.

We continue to measure the amount of waste leaving our manufacturing site and where the businesses generate waste, they continue to investigate the possibilities for avoiding or recycling it. With general waste disposal at the Prescot site currently amounting to just one skip per week, our long term aim of zero waste looks achievable. We also aim to achieve 100% recycling across all easily sorted waste fractions such as plastic, polystyrene and wood.

Responsible Sourcing

"We recognise the risks of procuring from companies that 'wilfully and avoidable damage the environment' and continue to work with key suppliers to ensure that they have appropriate management systems in place."

Suppliers and Contractors:

We can accomplish so much more on social and environmental improvements when we work with experienced partners than when we work alone. That's why we are constantly working with our suppliers and contractors to increase the proportion of the materials, components, goods and services that are responsibly sourced.
We are also proud to offer a range of products that are manufactured at our site in Prescot and for us, the Made in Britain logo holds real value – a pride of ownership and pride in British capabilities. Not only that, it stands for ethical production, fair wages and decent working conditions, the dignity of self reliance, security of supply and future prosperity and home grown opportunities for us and our children.

Ethics:

"Whilst we can't promise that everything you buy from us is British made, we can promise that everything is designed in the UK and that many of our key product lines are made here in Britain by our skilled workforce."

In those instances where we have to source products and materials from overseas, we are aware of and fully respect the conventions of the International Labour Organization (ILO) - a specialized agency of the United Nations that is committed to social justice and developing internationally recognised human and labour rights.

Wherever possible, we source from those nations that have ratified the fundamental Human Rights conventions developed by the ILO. In addition, we ensure that the suppliers of goods and components are audited to ensure that ILO obligations are implemented, health and safety standards are adequate and the decent standards of environmental protection are achieved.

All companies that we source components and products from are required to provide information on their environmental controls, health and safety systems and ethical trading commitments. These supply partners are also visited regularly and audited, often by locally based staff, to ensure that high standards are maintained. We will not trade with companies that are not willing to work with us realise the standards that we strive to achieve.

The Future

"Achieving the highest standards of environmental performance is not simply a business aim, it is a core element of our future strategy."

Businesses and consumers currently face unprecedented challenges. Accelerating climate change, loss of biodiversity, rapid population growth, and growing demand for water and key commodities are just some of the issues that all nations face. Rising energy and commodity prices are an early sign of the increasing pressure to adopt more sustainable patterns of consumption, with low if not zero-carbon products seen as the key to achieving resource-efficiency.

UK households currently emit around 40% of all carbon dioxide pumped into the atmosphere – around 8 tonnes per household. About half of this carbon results from the use of electricity and gas for heating, lighting and cooking**. As one of the few integrated manufacturers of cooking and cooling appliances for the domestic environment, there is no company better placed to deliver the products needed to meet the challenges of the future low energy kitchen – particularly when we add in the expertise of our partner companies within the Consumer Appliances Division.

Already we offer induction products that can cook using 50% of the energy of a conventional cooker and still achieve fantastic results. With over a 100 years of tradition in innovation and with the help of our in-house design team, partner organizations and universities, we look forward to providing even more innovations and a greener future for all our customers.

** Source UK Committee on Climate Change.

GlenDimplex

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