

Environmental and Sustainability Policy

The Glass Warehouse (TGW) will ensure that as far as is reasonably practical, no damage will be done to any part of the environment as a result of works being carried out by the Company. This statement extends to permanent damage to ground, habitat and general environment as well as temporary works related elements such as the generation of noise, dust and noxious fumes and such like.

The company intends to allocate adequate financial and time related resources to ensure the proper implementation of this policy, and to periodically review whether such resources are adequate.

1. Awareness and Commitment

Our Environmental Awareness Policy will be readily available and promoted to both our employees and customers. We will endeavour to ensure both are familiar with and implement our environmental commitment and objectives where possible.

TGW will ensure:

- Environmental policy will be available to view on The Glass Warehouse website.
- Environmental Policy will be present in office reception area.

2. Transport

The Glass Warehouse will endeavour to reduce the impact on the environment where ever possible with respect to transport.

TGW will ensure:

- to seek and employ local suppliers and services to reduce transport costs.
- to load deliveries according to planned routes to avoid unnecessary travel.
- to use courier services to deliver products further afield.
- to encourage the use of public transport, cycle or foot where possible.

3. Energy & Water Consumption

The Glass Warehouse accepts a share of the UK's commitment to a reduction in carbon dioxide emissions both by attaining greater efficiency in total energy consumption and by continuing to examine the possibility of acquiring electricity from 'green' sources when finances permit, either through the purchase of 'green' electricity, or through an increased use of solar water heating, combined heat and power plants (CHP), or photo-voltaic.

TGW will ensure:

- efficient use of materials and resources throughout our facility including water, electricity, raw materials and other resources, particularly those that are non-renewable.
- to make every effort to use water efficiently and avoid pollutants entering the drainage system.
- energy efficient products will be used where ever practical, and monitor usage to achieve minimum energy consumption.

- all offices have switched to energy efficient lighting.
- all lighting and computer equipment are turned off in any unused rooms. All computers monitors and audio visual equipment are turned off overnight, during holidays and at weekends as opposed to being left on 'standby'.

4. Waste Generation and Management

The Glass Warehouse will continue to minimise the production of waste and pollution; including unnecessary packaging. Measures have already been implemented to reduce the volume of waste generated and to increase the proportion of that waste which is recycled.

TGW will ensure:

- all waste is disposed of in a professional manner.
- paper recycle bins are placed around the office to support our recycling initiative.
- cardboard is collected and recycled accordingly.
- all glass is separated and collected on a weekly basis to recycle.

5. Materials and Resources

The Glass Warehouse will try to minimise environmental impact with regard to printed materials and storing data.

TGW will ensure:

- to maximise use of electronic communication and information storage as an alternative to paper.
- the majority of marketing and sales material will be designed and shared digitally to reduce the production of printed collateral.
- employee payslips are sent electronically by email to reduce paper waste and transportation costs.
- all paper, where possible, is double printed and spoiled paper is re-used as scrap.
- orders, quotes and invoices are generated online and shared as an electronic document.
- where possible all print cartridges are refilled as opposed to being replaced.

6. Complaint's procedure

Any complaints received are always taken seriously. TGW can be contacted via telephone, e-mail, letter & social media. A complaint will try to be resolved in the first instance by direct communication, however if this is not possible, the manager will be contacted to assist with the issue to find a suitable solution. We will ensure that any complaints made are discussed with other managers and directors to prevent the same issue happening twice. Our procedures could be reviewed upon dealing with a complaint, again to prevent the same issue happening twice.

For more information contact our offices on **020 8500 1188** or email info@theglasswarehouse.co.uk