

Groupe Atlantic UK

Sustainability Policy

September 2024

Version 1.1



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01

Introduction

/ Groupe Atlantic UK is a collective of UK companies who are experts in heating. The group includes the following UK companies and brands:

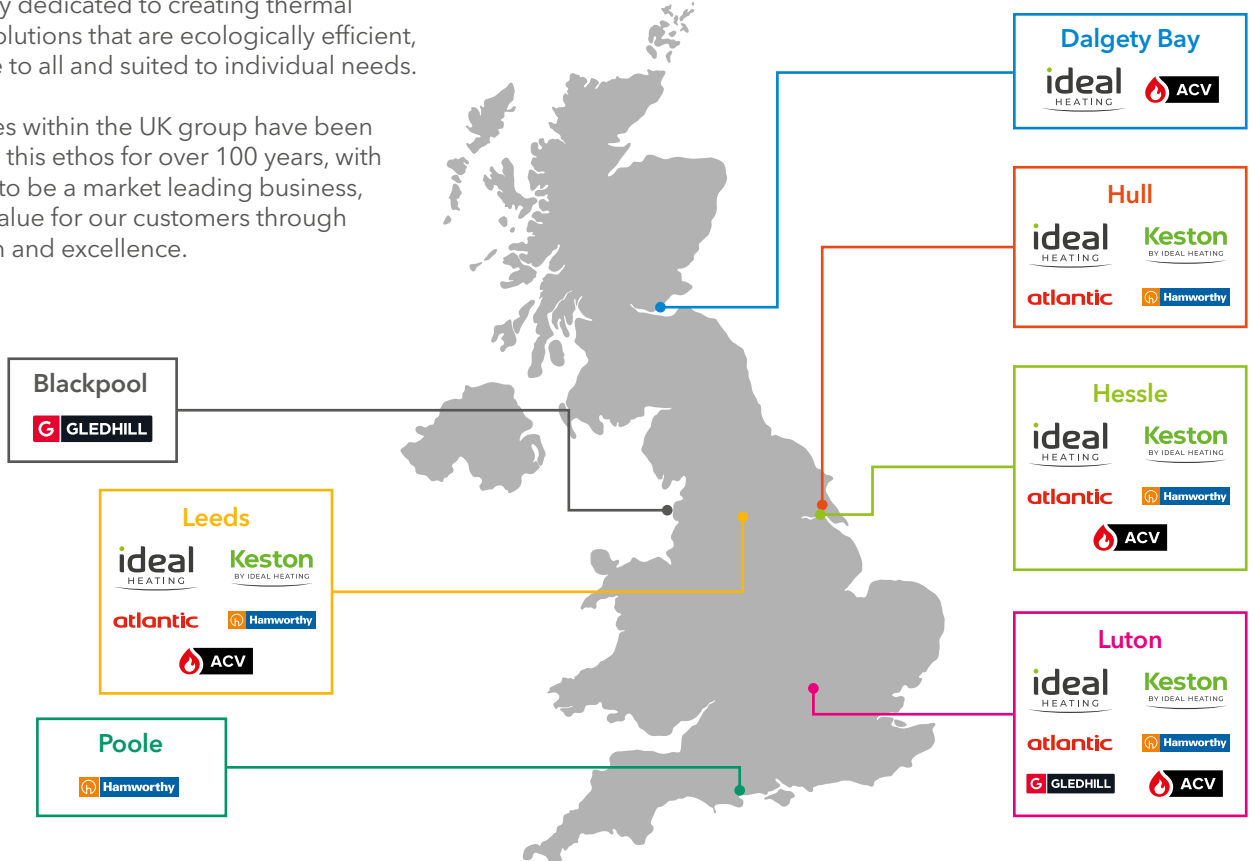
- Ideal Heating*
- Gledhill Building Products and Gledhill Response
- Atlantic
- Keston by Ideal Heating
- Hamworthy Heating
- ACV UK

* Ideal Heating also incorporates Ideal Heating Commercial and is a trading name of Ideal Boilers Limited.



The group is owned by Groupe Atlantic France, a company dedicated to creating thermal comfort solutions that are ecologically efficient, accessible to all and suited to individual needs.

Companies within the UK group have been delivering this ethos for over 100 years, with a mission to be a market leading business, creating value for our customers through innovation and excellence.



/ Groupe Atlantic brands



UKs leading manufacturer for domestic and commercial gas boilers and heat pumps for domestic new build and retrofit, commercial and industrial applications



Specialists in stainless steel and home of the tank-in-tank concept, providing heating and hot water solutions for domestic and commercial applications



UKs leading manufacturer for duplex stainless steel and copper hot water cylinders



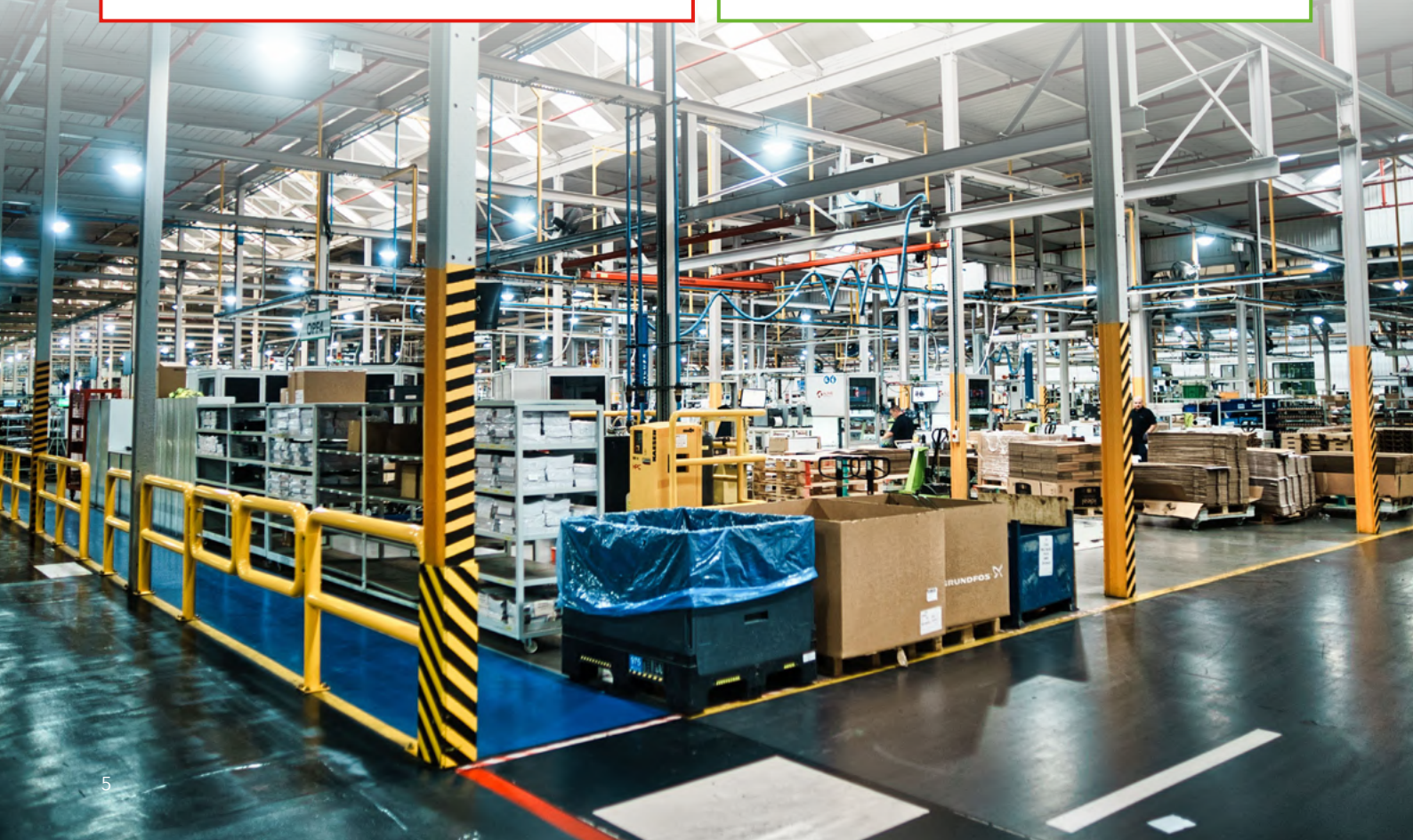
Specialist UK manufacturer and supplier of premium commercial boilers and heat pumps for commercial and industrial use



Electric heating and hot water solutions for a wide range of domestic and light commercial applications



UK manufacturers of the innovative twin flue condensing boilers for light commercial and larger domestic properties



/ Sustainability Policy

In developing our approach to sustainability we are aware of the impacts our operations have on the environment, the role of our products for future heating, the support we can provide to local communities and the importance of our own profitable growth and good governance.

Our Sustainability Policy therefore outlines our commitments in the areas of planet (environment), people/community (social responsibility) and prosperity (in business and value chain); in alignment with the sustainable development pillars of environment, society and economics; and summarises our sustainability journey to date.

Our Sustainability Policy is supported by a range of internal policies and processes implemented in each company that drive the continual improvement of our Policy implementation. This includes a [Groupe Atlantic Sustainable Development Booklet](#), produced by our French owners, showcasing the individual achievements of all GA companies and sites each year. Our Policy is regularly reviewed and communicated to employees, key stakeholders and our supply chain to inform and promote wider adoption of responsible practices.



02

Leadership Support



Our role as leaders is to encourage GROUPE ATLANTIC UK to continuously push the boundaries in our drive to provide low carbon and efficient heating and hot water for homes and buildings.

Our ambition is to advance the well-being of both all our employees within the Group, for instance by fostering learning or continuous improvement of skills; and that of our customers, by addressing their essential needs for heating and hot water. Climate and environmental challenges strengthen our commitment to make our Group a major player in the low-carbon transition of buildings. Our responsibility is to develop the energy efficiency of our solutions and systems, to promote sobriety in their use, and to reduce the footprint of all our activities: business, service, production, and supply chain... It's a fantastic story to share with all our employees and with all those who want to join us in this amazing adventure.



Steve Hairsine
 Chief Financial Officer
 and Interim CEO



Jason Speedy
 Chief Operations Officer

03

Mission, vision and values

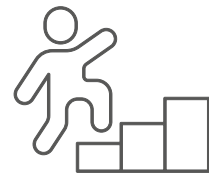
Groupe Atlantic UK Mission and Vision



/ Mission Statement

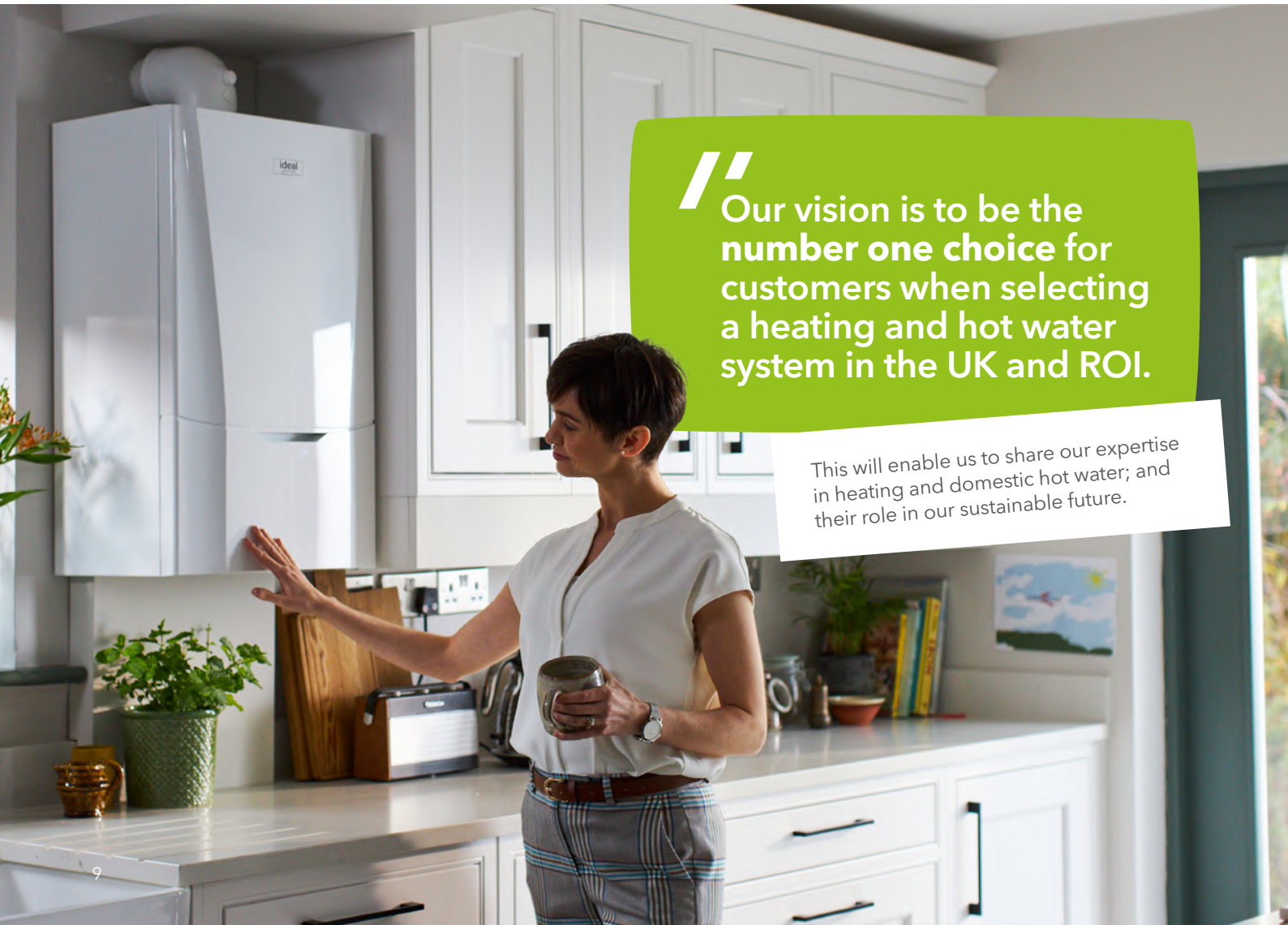
Our Mission is to be a market leading business, creating value for our customers through innovation and excellence. We are thermal comfort solution creators and this innovation supports our customers on their own sustainable journey in the provision of increasingly decarbonised products.

“
Be a market leading business, creating value for our customers through innovation and excellence.”



“
Our vision is to be the number one choice for customers when selecting a heating and hot water system in the UK and ROI.

This will enable us to share our expertise in heating and domestic hot water; and their role in our sustainable future.



/ Groupe Atlantic UK Values

Our values in the UK are aligned with our wider group, head quartered in France. We encourage our employees to share the family values on which our global company was founded: trust, independence and long-term commitment. We want to bring out the best in each other to inspire innovation, deliver excellence and build our long term success. This is the ethos that underpins our sustainability policy.

Values are the principles that guide our organisation’s internal conduct and its relationships with its customers, partners, and stakeholders. How we behave and how we interact sum up what the business stands for and what makes it special. Values also have the power to bring us all together. Whilst business plans may change across the individual brands, the core values of the UK business remain the same.



OUR VALUE PROPOSITION: EXPERTS IN HEATING



Ensure long and short term development:

We have vision and direction and everyone is familiar with our strategy. We focus on our short term results and build confidence in developing future results.



Encourage Open Mindedness:

We are agile, versatile, critical thinking, open to suggestion and continuous improvement. We identify ways and ideas to improve processes and situations and demonstrate an interest in opportunities.



Collective Efficiency:

We are a close knit team, working together co-operatively towards a common goal.



Transparency:

We are open, honest, trustworthy and respectful. We share ideas, we are responsive and always follow through. We meet our commitments with transparency, inspiring trust. We have easy access to information.



Enjoyment:

We do our jobs thoroughly but we don’t take ourselves too seriously. We like working together and create a friendly atmosphere. We are open and approachable and cultivate a sense of humour.



Develop Expertise:

We all aspire to excellence. We take actions to develop our own competence, expertise and skills and apply learning to new situations supported by the business. We respond effectively to change and adapt our behaviour to suit the situation.



Target Excellence for Customers:

We are motivated and have the drive to meet and exceed expectations and our own standards, showing dissatisfaction with inefficient activities. We contribute to team activities, understand customer issues and support a customer focussed culture. We are attentive to our customers.



Wellbeing:

We take responsibility for our own safety, making sure that our actions do not put anyone else at risk. We look out for each other.

04

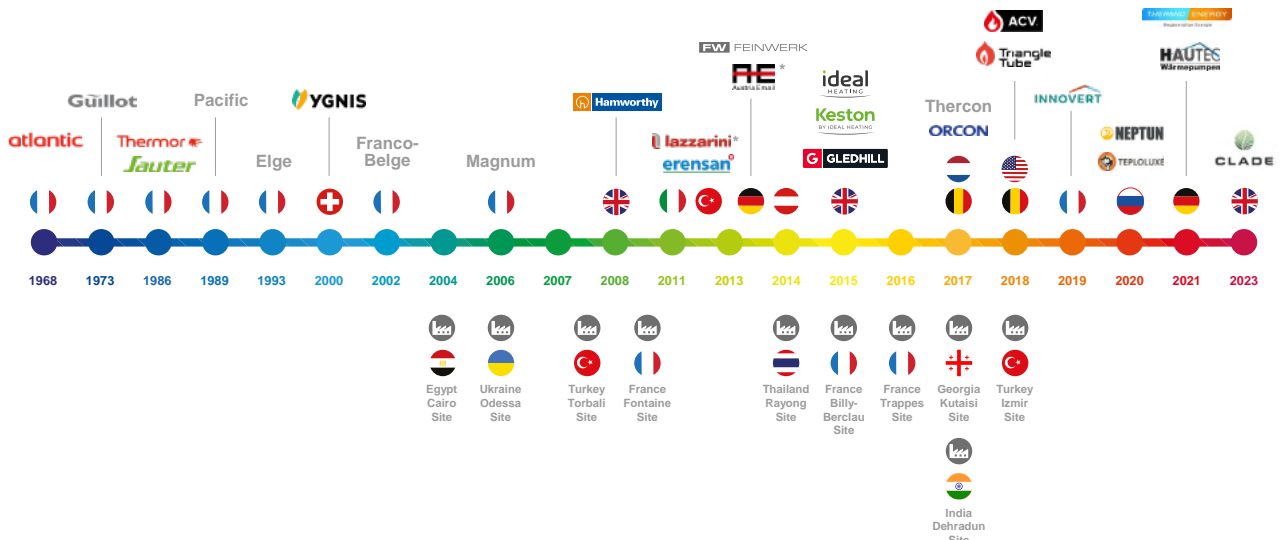
Our Groupe Atlantic UK Companies

In an organisation that changes as rapidly as ours, identifiable values offer a stable foundation upon which all the UK businesses can unite. But how can all the brands have the same values given that we've all come from different places?

Our values come from our history. They are deep rooted in our business existing long before they were labelled as such and inherited from the committed, hardworking, and entrepreneurial people who founded the different brands that make up Groupe Atlantic UK.



The parallels in the values of the founders of the different brands of the UK business are remarkable, brought together as a Division through acquisition by Groupe Atlantic.



/ Ideal Heating (Ideal Boilers Limited)

Ideal Heating today is one of the leading UK-based manufacturers of domestic, commercial and industrial heating and hot water products.

The Ideal business has a simple and humble beginning with John Pierce in 1872 - a pioneer in the central heating industry, in it from the very beginning, a man who took opportunities and worked collaboratively, merging his company with other innovative businesses to design and develop boilers specifically to meet UK customer need. The resulting CookanHeat did more to introduce central heating into ordinary homes than any other product.

On his death in 1917, Pierce's Will enabled the creation of the John Pierce Foundation for the promotion of research, educational, technical, and scientific within the general field of heating and ventilation to increase knowledge so that the comfort of human beings and their habitations may be advanced.

John Pierce had values relating to learning, developing expertise, and passing on knowledge, long term vision and a willingness to take risks to achieve a target.



/ Gledhill Building Products and Gledhill Response Limited

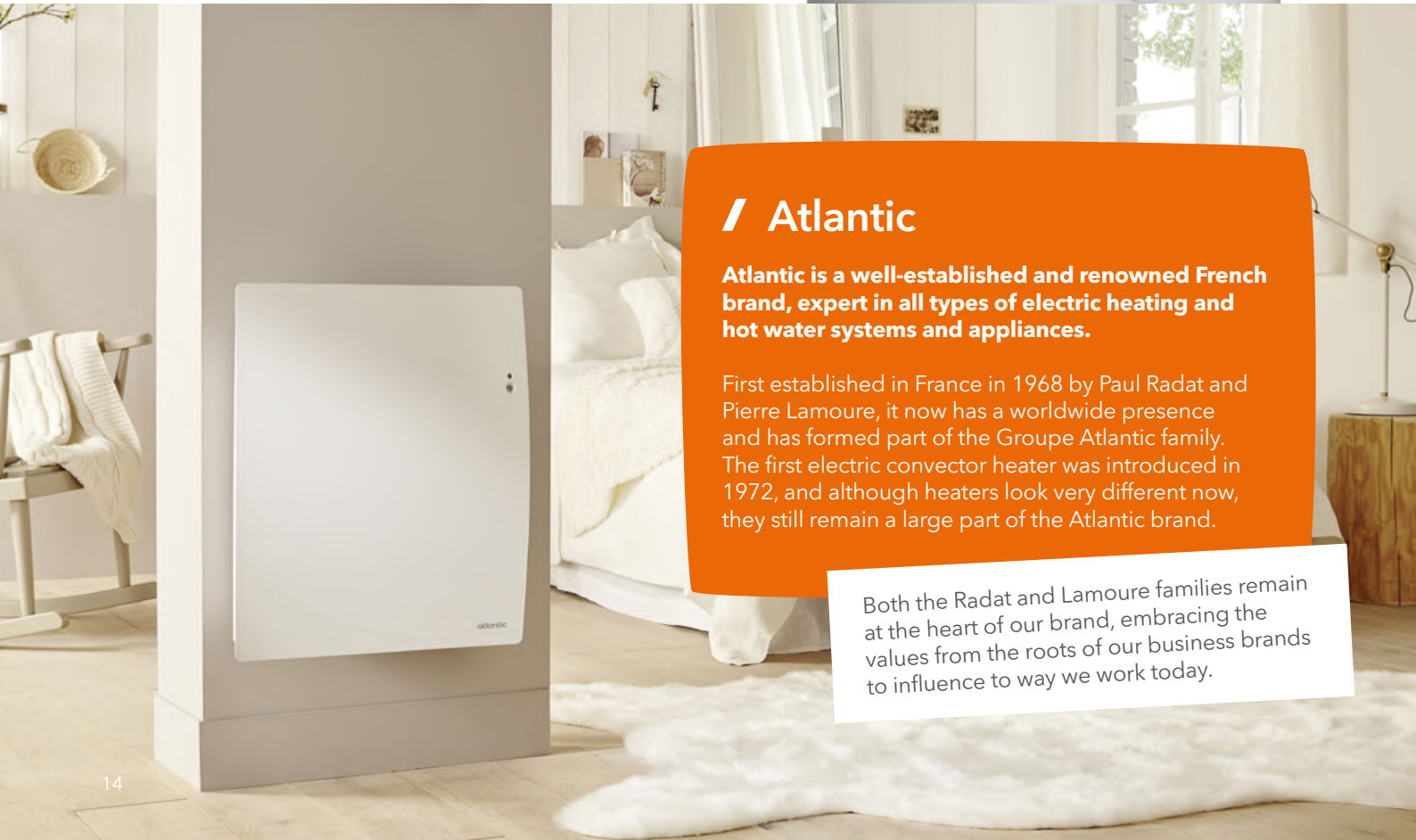
Gledhill Building Products and Gledhill Response Ltd (Gledhill) are one of the leading UK-based manufacturers of hot water products.

Norman and Joe Gledhill were brothers who, after serving in the first world war, became apprentice coppersmith. In 1926 they moved to Blackpool and started up in business using what they had learned and manufacturing domestic copper cylinders. After World War 2, Norman continued with Norman Gledhill & Co Ltd, manufacturing cylinders for local plumbers' merchants. Copper was rationed and trading was very difficult so both of Norman's sons Keith and Houghton helped after school and during holidays.

Despite significant setbacks and the sale of Norman Gledhill & Co Ltd, in 1972 Keith decided to set up his own cylinder making business and Houghton joined him.

As pioneers of many new developments, Gledhill was the first to use the foaming process for cylinder insulation in the UK and the first produce a stainless vented cylinder.

Norman and his sons were tenacious, passionate about their business and innovative.



/ Atlantic

Atlantic is a well-established and renowned French brand, expert in all types of electric heating and hot water systems and appliances.

First established in France in 1968 by Paul Radat and Pierre Lamoure, it now has a worldwide presence and has formed part of the Groupe Atlantic family. The first electric convector heater was introduced in 1972, and although heaters look very different now, they still remain a large part of the Atlantic brand.

Both the Radat and Lamoure families remain at the heart of our brand, embracing the values from the roots of our business brands to influence to way we work today.

/ Keston (by Ideal Heating)

Keston’s original parent company was established in the UK in 1928 to provide domestic and commercial heating installations and servicing. In 2006, Keston was purchased by Ideal Heating before moving production to Ideal’s Hull manufacturing site in 2013.



The business now benefits from the innovation and value proposition of Ideal Heating, with systems and staff seamlessly integrated to wider sustainability policy in the UK.

/ ACV (UK) Limited

ACV has been designing, manufacturing and distributing engineering solutions for hot water generation and for commercial and residential heating applications since 1922.

Founded by a group of engineers who employed Albert Buchet, the real hero of this story - described as energetic and creative, an innovator with a lot of ambition. He prepared the ACV brand for the future as they became the ‘go to’ supplier of home comforts in Belgium.

In the 1930s, they fought off competition from several boiler manufacturers including Ideal at Vilvrade and got through the tough war years by innovating their products for the dry cleaning and laundrettes introduced to Belgium - processes that needed loads of hot water and steam but were housed in tiny buildings that couldn’t accommodate the large boilers of the time.

Albert’s sons took over this business and then his grand-daughters demonstrating energy, versatility, and innovation.



/ Hamworthy Heating Limited

Hamworthy Heating Limited is a UK manufacturer and specialist supplier of innovative commercial heating and hot water products.

A story of versatility and innovation, brothers Percy and Sidney Hall invested all their money in a marine engine and boat repair business based on Poole quayside in 1914.

Their telegram address was quite simply **“Inventions - Poole”** a smart way to market innovation!

Quality was important to the company and during the war years, Hamworthy was one of the first companies to be given a Class A Approval Certificate from the Admiralty meaning its products could be accepted without further quality controls, demonstrating a strong relationship with their customers built on reliability and trust.

Percy and Sidney demonstrated values of open mindedness, innovation, trust and transparency.



05

Sustainability Commitments

Our sustainability commitments are organised around the three themes of planet, people/ community and prosperity.

The specific deliverables by each company in the group are captured in the Groupe Atlantic Sustainable Development Booklet published annually on the global Groupe Atlantic website.



PLANET



**PEOPLE/
COMMUNITY**



PROSPERITY

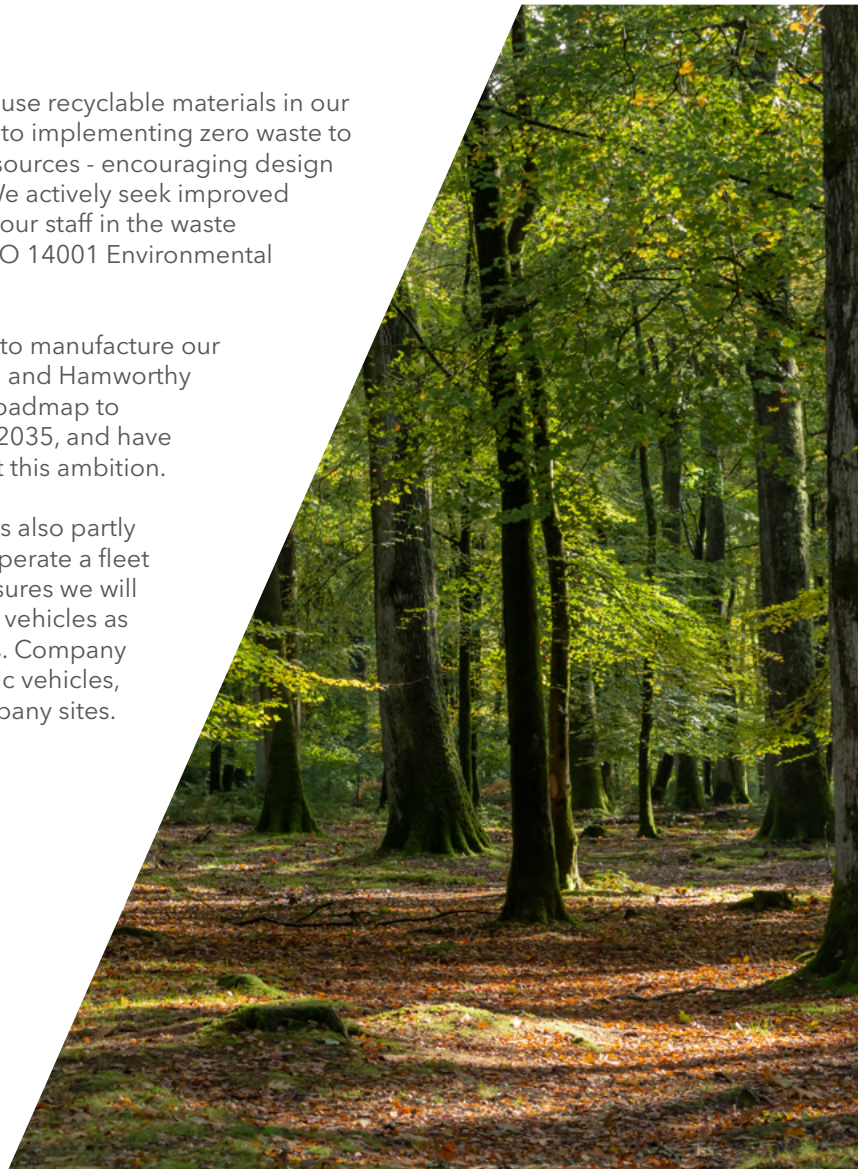
Planet - Environmental

We care for our environment and continually strive to use recyclable materials in our design and production processes. We are committed to implementing zero waste to landfill and the principles of a circular approach to resources - encouraging design and purchasing teams to consider material choices. We actively seek improved recycling and reuse opportunities, and are educating our staff in the waste hierarchy. Our ambitions are driven by our certified ISO 14001 Environmental Management Systems.¹

We are committed to decarbonising the energy used to manufacture our products. At the Hull site, where Ideal Heating, Keston and Hamworthy products are manufactured, we have an operational roadmap to target net zero carbon emissions from energy use by 2035, and have already installed two solar arrays (320kWp) to support this ambition.

The Gledhill Building Products manufacturing facility is also partly energised by a solar array (250kWp). All companies operate a fleet of vehicles and our group management approach ensures we will be able to capitalise on the transition to lower carbon vehicles as they become available to meet our operational needs. Company car fleets are already transitioning towards fully electric vehicles, with electric vehicle charge points installed at all company sites.

We are committed to decarbonising the energy used to manufacture our products.



¹ ISO 14001 certification held by Ideal Heating, Gledhill Building Products and Hamworthy Heating, and therefore includes the activities of Keston (by Ideal Heating) and Atlantic, as these are co-located manufacturing processes.

/ Hull Site First Net Zero Building: Distribution Centre Office Block

The new Distribution Centre (DC) Office block on the Hull site serves Ideal Heating, Atlantic, Keston by Ideal and Hamworthy. Relocating the DC team to new premises has provided the opportunity to implement energy-saving, environment-friendly solutions, and push the limits on what is achievable from a design and build perspective to achieve a net zero Energy Performance Certificate (EPC) rating.

Before construction started in September 2023, preliminary studies were conducted to assess the feasibility of a net zero building which would contribute to reducing the carbon footprint of the site. This guided the choice of materials and equipment, such as an Ecomod air source heat pump for the heating system, a mechanical ventilation system with heat recovery units, LED and responsive lighting and point of use water heaters.

The building uses no gas for heating or hot water and is fully insulated with double-glazing throughout. Locating the Office adjacent to one of the site's solar panel arrays has ensured the building can benefit from this zero carbon energy source. An EPC on the finished Office confirmed a rating of -4 A+, which is the best rating a building can achieve and secures its status as a net zero office.

This will be the first net zero building on site and will act as a reference point for future buildings.



Ecomod air source heat pump

Low Carbon Choices

Whilst we recognise there will be many products that come together to achieve the UK's Net Zero 2050 carbon target, we promise we will work with all stakeholders to ensure our low carbon solutions are right for the UK market and aligned with a zero-carbon future. Our ISO 9001 Quality Management Systems co-exist with our environmental management systems in each company, and structure our innovative processes to drive continual product improvement.

Several of our products already hold TM65 Assessments² to determine their embodied carbon emissions. We are therefore committed to sharing our expertise and product information to provide customers with all the knowledge they need to make low carbon choices.



² TM65 is a methodology developed by the Chartered Institution of Building Services Engineers (CIBSE) to calculate the embodied carbon of building services equipment.



Logic Air TM65

With more and more customers asking for embodied carbon data, but little industry regulation about what is expected combined with complex supply chains Ideal Heating have taken a proactive approach by performing some analysis on our most common New Build products.

A collaborative approach between our Product management, R&D, Procurement and Industrial teams has enabled gathering of detailed materials information to create TM65 documents for both the Logic Combi ESP1 boiler that is manufactured in Hull and also for the Logic Air Heat Pump that is manufactured in a Groupe Atlantic site in Northern France.

In addition, by working with colleagues at Gledhill we have generated TM65 documentation for our full range of 16 Logic Air heat pump cylinders, something we believe to be unique to the industry.

/ Atlantic Calypso

In the UK we are committed to the wider global group ethos to innovate with solutions that are increasingly eco-efficient, in order to reduce the consumption of traditional energy and increase that of renewable energy. This is best highlighted via the collaboration between our UK companies and French Group to produce the Atlantic Heat Calypso product. Designed by Gledhill, engineered in France, with Ideal Heating's expertise in low carbon products - a truly collaborative, market-leading product.

The Atlantic Calypso is heat pump water heater manufactured and sold in France. A renewable domestic hot water only solution for flats and apartments it has huge potential for the UK market as the building regulations drive an update to Net Zero. However, the French product has some limitations on the UK market as the cylinder is enamelled steel and France does not have G3 regulations like the UK.

A collaborative project between the R&D and Industrial teams in Groupe Atlantic in La Roche Sur Yon, Gledhill in Blackpool and Ideal Heating in Hull meant that a UK specific version of the Calypso could be developed with a stainless steel cylinder and full compliance with UK regulations. This product is now sold under the Atlantic brand in the UK to fully complement the range of electric panel heaters that are manufactured within the group.



/ OhYes! Net Zero

We are committed to supporting and helping to drive the Net Zero agenda. Our active leadership role in the Hull "OhYes! Net Zero" campaign ensures we can collaborate, educate and help other organisations on their decarbonisation journey and share best practise. Our Experts Together campaign showcases the collaborations between our UK companies to produce and educate in low carbon heating solutions.



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/ Experts Together Campaign - ACV

The commercial brands of GA UK hosted a full day event in October 2023, titled 'The Drive to Net Zero'. This knowledge-based event invited guests to attend a range of seminars and PCDs throughout the day, all designed to keep installers, building services engineer and specifiers up to speed with the latest developments in commercial heating and hot water technologies. 153 customers attended the event, and between them amassed over 350 hours of further learning through Seminars, CPD sessions and Lunch and Learn sessions, all with low carbon technology at the centre of the subject matter.

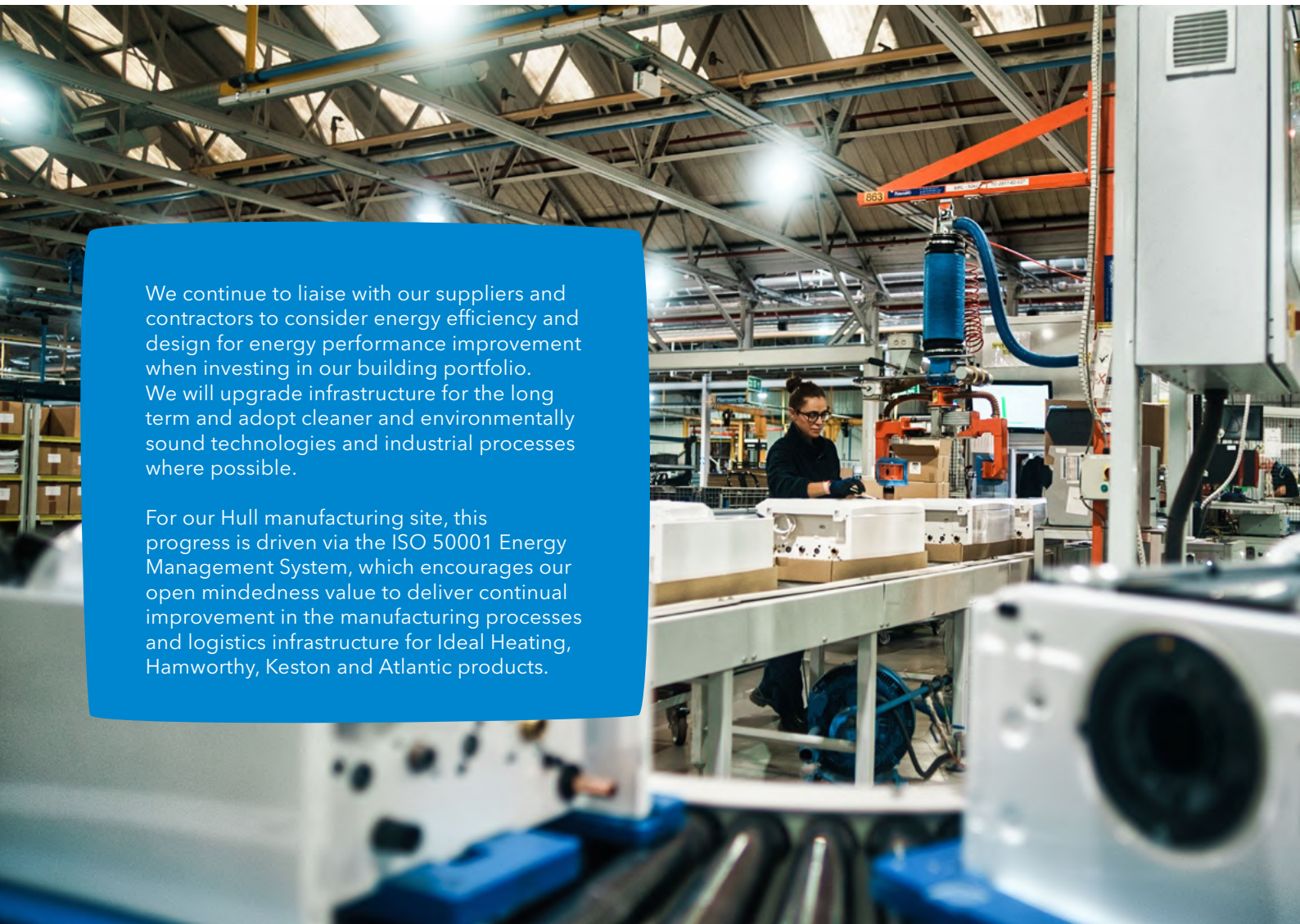


153

Customers attended

350+

Hours of further learning completed



We continue to liaise with our suppliers and contractors to consider energy efficiency and design for energy performance improvement when investing in our building portfolio. We will upgrade infrastructure for the long term and adopt cleaner and environmentally sound technologies and industrial processes where possible.

For our Hull manufacturing site, this progress is driven via the ISO 50001 Energy Management System, which encourages our open mindedness value to deliver continual improvement in the manufacturing processes and logistics infrastructure for Ideal Heating, Hamworthy, Keston and Atlantic products.

/ People - Social Value

We are committed to working in partnership with our customers and installers to support ours and their commitment to social responsibility. Whether Ideal Heating are providing tenant energy awareness sessions, or delivering engineering workshops for local schools; or Gledhill sponsorship and Hamworthy staff volunteering in support of a community project; we are dedicated to adding value to society.

To this end, every boiler registered through the Ideal Heating client portal is awarded Corporate Social Responsibility (CSR) credits (equating to £5 per registration) - helping our clients make a financial difference to community projects and social value plans that are important to them, their customers and their local community.



/ Ideal Makes £30,000 CSR Contribution To Support Local Community

Ideal Heating has contributed £30,000 to the Affordable Warmth and Energy Saving scheme set up by Hull City Council to support our local community as part of our Corporate Social Responsibility Scheme. John Jackson, Social Housing Key Account Executive, and Melanie Hudson, Marketing Executive, recently visited some of the local charities and organisations that were successful in obtaining funding from the AWES scheme.

Melanie reported that it was very heartwarming and eye opening to see how much passion and effort goes into helping vulnerable people in our local community during challenging times. The various charities and venues across the city are so much more than a space to keep warm. They provide a hub of activities, support, foodbanks, clothing and equipment for babies/young children and other essential items such as toiletries.

Activities also include energy saving advice, which Ideal Heating also funded, personal support, and even life skills such as learning to speak English, knitting, and sewing classes.





“ In the United Kingdom, becoming a ‘Disability Confident Employer’ helped us to reflect on how we can make our workplace more accessible. It also shows to our employees that we are committed to promoting equality in the workplace, which is a good way to encourage them to discuss those disabilities which are often invisible.

- Debbie Skalli
HR Director, GA UK - ROI Division

We operate an Equalities policy and an Age Positive strategy for all present and potential future employees. We shall continue to recognise the benefits of a diverse workforce and actively promote diversity as a core value. We are a fair, respectful and inclusive group of companies, able to maintain forums for employee consultation to promote a strong feeling of partnership and champion our value of transparency.

We provide and maintain a clean, healthy and safe working environment at all sites. In particular managing risk through our ISO 45001 accredited safety management systems at both the Hull and Poole sites; and supporting our employee’s physical and emotional health through our wellbeing programmes. We look out for each other.

/ Ideal Heating win gold in Prestigious Global Health and Safety Award from RoSPA (The Royal Society for the Prevention of Accidents)

The esteemed RoSPA Awards program now celebrates its 68th year as the UK’s largest and most impactful health and safety programme. With almost 2,000 entries annually from over 50 countries, impacting over seven million employees, they offer a platform to put a spotlight on commitment to continuous improvement and excellence in health and safety.

Ideal Heating have been awarded a Gold Award in 2024 demonstrating an unwavering commitment to safety across our different sites including manufacturing and logistics. Our Operational colleagues work together every day to keep each other safe and we are continuously working on new initiatives and improvements to our working practices, for example through our ‘Time out for Safety’ campaign.



Our Modern Slavery Statements commit the relevant companies³ to implementing and enforcing effective systems and controls to ensure that human trafficking and slavery is not taking place anywhere in our own business or in any of our supply chains. We are able to audit our high-risk suppliers drawing on group resources overseas and the group Responsible Purchasing Charter to give a level of assurance. As a consequence of shared supply chains, those UK companies without a formal statement on modern slavery, benefit from the due diligence of the wider group.

We uphold our global group mission of 'Thermal comfort for all' and will work with sector organisations and peers to eliminate fuel poverty in the UK. Our membership and active committee participation with various sector bodies, ensures we remain at the forefront of influencing UK Government policies for the benefit of all.

In aid of
**WE ARE
 MACMILLAN.
 CANCER SUPPORT**

£55,000

**RAISED IN TWO YEARS
 BY GROUPE ATLANTIC UK**

We will continue with charitable giving both through our nominated charities and in support of our staff's fund-raising activities. We are committed to making a positive contribution to the communities close to all our operations. We showcase our support for staff activities on a regular basis via our internal staff newsletter.



With so many families under added pressure this Christmas, the Hamworthy team joined together to support the Christmas Hamper appeal for a local charity, Hope for Food.

Hope for Food, based in Bournemouth, is run entirely by volunteers to assist men, women and children living in Bournemouth and the surrounding areas, who are either homeless or living in poverty.

The Hamworthy team were inspired by Janis Roe, Becky Guy and Donna Fletcher in our CSR team, to raise over £400 worth of items in three weeks by following the charity's reverse advent calendar initiative, which encouraged people to put a designated item of food in a box for Hope for Food during November. These items were then delivered to the charity to be used in Christmas parcels for those most in need.

Christmas is a time for giving and the Hamworthy team have done a great job. Thank you to everyone who donated. The hampers show true community spirit and will be a welcomed gift to many families.



³ Only Ideal Heating and Gledhill Building Products of relevant size.

/ Prosperity - Economics and Governance

Our CEO in the UK is responsible for the delivery of this sustainability policy. They are supported by the UK Board who ensure their respective areas of responsibility are fully aligned. Reporting to the Board is via a management review process, strongly embedded in the existing ISO standard processes and implemented in each respective company.

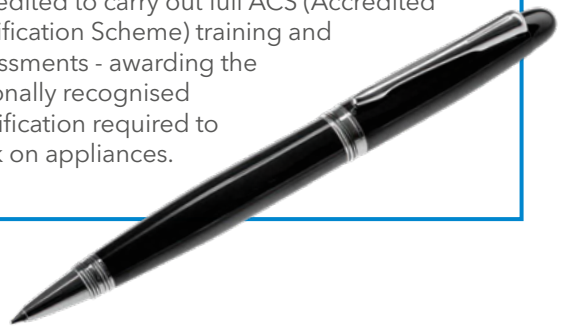
Ideal Heating is the oldest company in the group. Being founded in 1906, means we have nearly 120 years of business experience to continually improve our governance processes. We support long terms relationships with employees, suppliers, installers and customers by remaining true to our founding principles and values - values which are now echoed across all Groupe Atlantic UK companies.

We commit to managing our supply chain fairly and in a sustainable way that brings prosperity for our suppliers. We support local businesses and each UK company sources locally to their sites, where practicable. We subscribe to the principles of accountability, transparency, respect for human rights and ethical behaviour with all supplier relationships. We will operate in a way that safeguards against unfair business practices, and assess suppliers to check that their practises reflect our expectations through our purchasing due diligence processes.



We are passionate about the success of our installer networks, and their ability to increase their own customer reach. Our Ideal Heating Customer Finance Packages enable our installer community to help customers to cost-effectively upgrade their heating to be more efficient and lower carbon. Through our expert Training Centres of Excellence we are also able to provide subsidised low carbon technology training - upskilling our sector for the future of low carbon and heat pump installations.

Our **Hull Training Centre of Excellence** is accredited to carry out full ACS (Accredited Certification Scheme) training and assessments - awarding the nationally recognised qualification required to work on appliances.



We will continue to support skills and training in the communities we operate in, through our apprenticeship schemes and partnerships with local colleges and universities. Our participation in local careers events across the UK companies and support for WiME (Women in Manufacturing and Engineering) helps us inspire the next generation to choose a manufacturing or engineering career. Our current staff are leaders in our industry and our future staff must reflect this and have the skills required for a sustainable future. Aspirations for a manufacturing career can start at any age, so whilst we are keen to host school trips at our facilities, we also support initiatives with Job Centre to help local people back into employment.





/ HEY Children’s University Visit

We recently teamed up with Hull and East Yorkshire Children’s University, to host a business experience day for local primary school pupils to open their eyes to exciting futures available to them. Last week 30 year five pupils from St Nicholas Primary School attended our site on National Avenue for a jam-packed day of interactive activities to showcase the wide range of highly skilled, rewarding careers that are available on their doorstep.

Our Engineering Director Helen Villamuera said: *“We’re delighted to work with Hull and East Yorkshire Children’s University to help inspire young children in our area.”*

“We’re keen to show young people that there are a wide variety of different careers available at Ideal Heating. The easy assumption is that the only jobs here are those in manufacturing and engineering, but there are many more – from research and development, to marketing, HR and administration.”

“The children were all so receptive and it was great to hear so many of them asking thoughtful questions and being so interested in what we do.”

“It would be fantastic to see some of these young people coming back to us in the future to work for Ideal Heating.”



/ Another ICOM Apprentice of the Year Award win!

We are delighted to announced that one of our apprentices, Emily Wright, has won the prestigious Industrial and Commercial Heating Equipment Association ICOM Apprentice of the Year Award 2024. **This is the second consecutive year the award has been handed to an Ideal Heating apprentice.**

Emily is currently three years in to an Engineering Design and Draughtsperson Apprenticeship Standard (NVQ), which she is undertaking alongside a Higher National Certificate (HNC) Level 4 in Mechanical Engineering.

Women in engineering

Like many young people, especially women, engineering had never been put forward as a career option for Emily at school. Ironically, deferring university for a year and taking a job as a PE Teaching Assistant in a secondary school, the school's career advisor introduced her to the idea of working in engineering. "Engineering had never been a suggested option to me" says Emily, "and I had no idea how broad the industry was. After researching into different engineering job roles and the variety of engineering fields, I developed an interest in the innovative and ever-evolving nature of Design Engineering."

Rising to the challenge

Emily makes no bones about the challenges involved: "With completing my apprenticeship qualification and completing work for Ideal Heating, it's intense - managing deadlines and balancing the workload can be challenging. But I am able to effectively manage my own workload and my managers trust me to set my own deadlines with the confidence that I will deliver on-time."

An engineering star in the making

Commenting on Emily's award win, Ideal Heating Senior Design Engineer Chris Roberts said: "Emily thoroughly deserves this award not only due to her work ethic and her inquisitive attitude towards engineering and learning, but she has been a true pleasure to mentor. I have never had to chase Emily for any work deadlines, and she listens with open ears and an open mind."

"Having not come from an engineering background she has worked very hard to learn her craft and has grown, not only as a Design Engineer, but also as a person. I have always pushed her boundaries of learning and fears, she has responded to this by stepping up to the challenges set and exceeding them."

As part of her learning experience Emily has spent time in other departments within the business from procurement, engineering changes and industrial engineering. Emily has thrived in each department with many compliments following her as she leaves. She is now using knowledge gained in these areas in her everyday work and passing some of this knowledge on to her colleagues. Emily has become an integral part of the Design team and will be able utilise her skills in both the combustion and heat pump sides of the business."



Congratulations Emily and we look forward to seeing your next design engineering ideas!



“Emily thoroughly deserves this award not only due to her work ethic and her inquisitive attitude towards engineering and learning, but she has been a true pleasure to mentor.”

Our UK group is committed to growth in our domestic, commercial and industrial markets through continuing to exceed customer expectations. By collaborating across our individual company's facilities, skills and knowledge, we can play to our strengths for growth in a low carbon heating future.

Our target of value excellence for customers is evaluated via our customer service processes and our public Trust Pilot ratings. Those companies currently registered with Trust Pilot consistently demonstrate our achievements in this area:



Rated **Excellent**



★ Trustpilot



Rated **Excellent**



★ Trustpilot

We have a diverse history in heating products across the group, however all companies are aligned on the expansion of the product portfolio towards low carbon solutions. Our ability to manufacture our heat pumps in the UK will enable our group to grow market share in this technology.

To this end we have already formed partnership within the heat pump industry to nurture our development and support our maturing heat pump installer network. We are excited about the future of low carbon heating and our role in its advancement.



06

Sustainable Development Goals



Our global group contribute to **9 of the 17 Sustainable Development Goals (SDGs)** set by the United Nations. In the UK we have aligned our ambitions more closely with the following 3:

8 DECENT WORK AND ECONOMIC GROWTH

- We are decoupling our carbon emissions from our economic growth by striving to reduce our emissions normalised against our income.
- We operate an Equalities policy and an Age Positive strategy for all present and potential future employees.
- We invest in the future workforce skills through collaboration with universities and college.
- We support staff wellbeing as we recognise the value of physical and emotional health.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

- We are committed to decarbonising the energy used to manufacture our products. We have an operational roadmap to target net zero carbon emissions from energy use in manufacturing three of our key UK product ranges/brands by 2035.
- We are constantly investing in our building portfolio, to upgrade infrastructure for the long term and adopt clean and environmentally sound technologies and industrial processes.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

- Our objective is to minimise natural resource use without compromising safety and the quality of our work.
- We are committed to working towards zero waste to landfill and are educating our staff in the waste hierarchy.
- We commit to managing our supply chain in accordance with our ethical trading principles and in a sustainable way that brings prosperity for our suppliers.
- Our innovate approach to providing low carbon heating solutions, promotes investment in energy infrastructure and clean energy technology for a net zero carbon world.

