

2023 Year End Round Up

In September we issued our new Environmental & Sustainability Policy Statement therefore we set out below what we have been doing throughout the year to support the UN Sustainable Development Goals.

1. Society: adding value for customers, employees, business partners and the community (Supporting UN-SDG's 1, 2, 3, 4, 5, 6, 10, 11 & 16)



Customers: We strive to exceed client expectations

- Increased OTIF average on the previous year, up from 93% to 97%
- Improved communication with better engagement through Site Welcome Packs
- Order Acknowledgements and regular order logs rolled out
- New transport tracking system tested for roll out in 2024

Community: We promote good community relations

- Ranked in the 2023 Kirklees Top 100 companies for second year running
- Sponsored local Shawcross Sharks Rugby team training kits
- Supported several industry related charity events including Lighthouse Club
- Christmas Jumper Fridays and raffle raised money for The Resource Foodbank, Wakefield
- Regularly attending local Jobs Fairs for recruitment from community
- Supported local secondary schools by taking work experience students

Education: We act as an ambassador for the house building industry

- Actively involved in GAI with employees enrolled on CPD RegAI programme
- Hosting training sessions for customers to develop knowledge and understanding of doorsets

Employees: We are committed towards our employees

- Reviewed Company Culture 'The Ian Firth Way' in line with current social values
- Employees attended a wide range of training sessions, on and off site, including product updates, Building Reg changes, H&S, FSC/PEFC, CSCS, Root Cause Analysis.
- New format appraisal system rolled out to encourage employee engagement and development
- Promoted health and mental wellbeing through several initiatives from HR

Supply Chain: We procure responsibly

- Supply Chain School 'Gold' Status maintained for second year
- Continued FSC/PEFC Chain of Custody certification

Industry: We take part in influencing the future

- Participated in consultations with trade associations regarding Future Homes, CE/UKCA marking and proposed changes to Building Regulations affecting our products and services
- Active in further development of security standards with BSi and ACDM
- Supporting GAI Community Hub meetings

2. Environment: we recognise our responsibility to future generations (Supporting UN-SDG's 12 & 13 & 15)



Energy: We strive to reduce our climate change impact

- Continued to promote better thermally efficient products to reduce U-values
- Installation of new CNC machine halves energy used to prepare door slabs
- Further company vehicles upgraded to electric hybrids

Resources: We will improve resource efficiency

- Took part in third party audit around packaging with view to reducing waste
- Continue to recycle waste including PVC and steel through specialist waste management companies

Environment: We will limit our environmental impact

- Maintained ISO14001 Environmental Management third party certification
- Published Sustainability Statement on website giving Carbon Emissions Data Scope 1 & 2
- New system for paperless delivery notes tested for roll out in 2024
- Employees contributed to the Leeds Winter Coat Appeal as part of their Zero Waste initiative by donating pre-loved coats, hats, scarves, gloves, etc.

3. Economic: creating economic value (Supporting UN-SDG's 8, 9 & 17)



Innovation: We innovate to identify balanced sustainable solutions

- Looked to improve product offering to embrace new technologies such as Smart locking solutions.
- Began to explore alternative materials for products including recycled/reclaimed materials
- Started work on new door construction to give better Life Cycle properties

Prosperity: We believe that sustainability leads to economic prosperity

- Continued to work within the ethos behind ISO9001 Quality Management for continual improvement
- Worked towards 'designing out' problems leading to 'win-win' for all stakeholders