



SUSTAINABILITY REPORT

2022



Empower
Now

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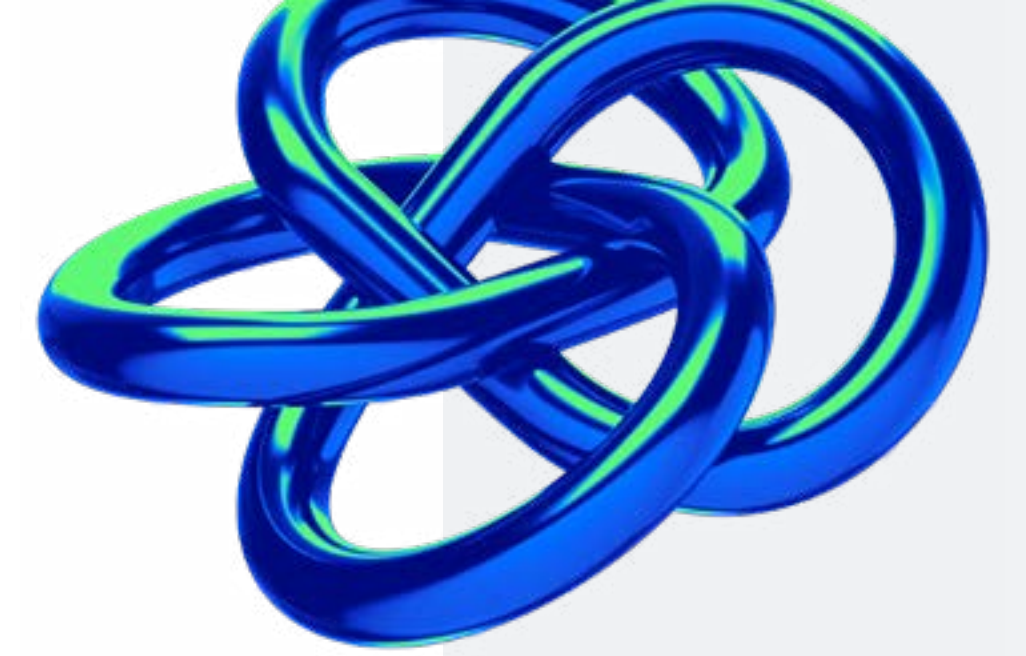
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A MESSAGE FROM OUR CEO



As Chief Executive of the Glen Dimplex Group, I am excited to be launching the company's first ever sustainability report.

FERGAL LEAMY
CEO, Glen Dimplex Group

OUR PURPOSE IS TO BE A LEADER IN THE TRANSITION TO A SUSTAINABLE WORLD.

This statement is what will drive our team and the more than 8,000 employees, across the Group, in the work we do to help our customers transition to a more sustainable future through the products and services we provide.

The portents of climate change are inescapable and, without true action, all of us will be affected. It is what has driven us, with the support of shareholders, to commit to reach Net Zero carbon emissions by 2050.

We are fortunate as a company to have shareholders who genuinely look beyond the next ten years to ensure both the organisation and the business we do are sustainable for future generations; and is therefore central to our strategic roadmaps. This is especially true in the challenging external environments that our company and our customers are currently facing.

The aftermath of the pandemic, supply chain issues and inflation have all acted as catalysts to speed up the transition to a sustainable world. A perfect example of this is how recent global events are driving up heating costs, and

therefore the need to expedite the transition to sustainable solutions in our Heating and Ventilation division.

To support our efforts, we have aligned the sustainability activities of the Group under our **EMPOWER NOW** programme. This framework will provide a structure that will highlight the issues that are most important to Glen Dimplex globally, whilst empowering our divisions to focus on the areas that will have the biggest impact in their local markets. In addition, this framework will allow us to measure our progress under each focus area and assess achievements under our sustainability goals, while aligning the activities of the business with the United Nations' SDGs (Sustainable Development Goals).

As we introduce our plan for a sustainable future, this report also celebrates the early successes happening in our business today. It is our hope that these stories inspire all our employees, customers, suppliers, communities and wider stakeholders, to join us on our sustainability journey.

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REPORT HIGHLIGHTS




Global Chiller Platform
under development
Glen Dimplex Precision Cooling

Goal set to become a **Net Zero Carbon** business by 2050
Group Wide



Zero Carbon



Introduced **Lifeworks wellbeing app**
Glen Dimplex Australasia




Members of the **Australian Packing Covenant**
Glen Dimplex Australasia

Partnered with **BRITISH WIRELESS FOR THE BLIND FUND**
Glen Dimplex Consumer Appliances



Skills building and coaching programme
Glen Dimplex Americas

80%
of components from **France**, helping to reduce transport emissions
intuis




Plastic-free packaging on all new products
Roberts

Introduced **Mental Health First Aiders** programme
Glen Dimplex Consumer Appliances




100,000 bees
instated to support pollination
Glen Dimplex Germany



Low carbon homes built as part of Project 80 in the UK
Glen Dimplex Heating & Ventilation

Rollout of Viva Engage globally boosting employee engagement
Group Wide



Introduced **Zero Harm initiative**
Glen Dimplex Heating & Ventilation



Sustainability governance structures set up across the business
Glen Dimplex Group



Net Zero Carbon Southampton office
Glen Dimplex Heating & Ventilation




Achieved **Planet Mark Certification**
Group Wide

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OUR BUSINESS

AS A PRIVATELY OWNED, FAMILY FOUNDED BUSINESS WITH A 50-YEAR HERITAGE IN MANUFACTURING, GLEN DIMPLEX GROUP IS ALIVE WITH ENTREPRENEURIAL SPIRIT DRIVEN BY A STEADFAST BELIEF IN OUR PEOPLE AND PARTNERSHIP.

8,000
PEOPLE

20
COUNTRIES

4
SECTORS

50 YEAR
HERITAGE

The formation of Glen Dimplex is a wonderful example of this entrepreneurial spirit. Glen Electric was established in Newry, Northern Ireland by Martin Naughton and four colleagues. Within four years they negotiated the acquisition of Dimplex, a company then eight times the size of Glen. It laid the foundations for decades of successful growth evolving into the company we know today as Glen Dimplex Group.

Right now we work together across 20 countries utilising the skills of over 8,000 people across our four key sectors of Heating & Ventilation, Flame, Precision Cooling, and Consumer Appliances.

Our products can be found in homes, offices and factories. Each sharing our mindset of empowering our customers in their everyday lives by making life easier, better and more energy efficient.



Our Values



We take the time to listen to our customers and understand their needs and ambitions. The more we know about them, the better we serve them.



We care about people, our partnerships and our customers. We value long term relationships built on professionalism and trust.



We are an international community of solution orientated problem solvers that combine human ingenuity, expertise & technology to deliver products and solutions that empower everyday life.



We cut through the complexity to make things easier, finding the insight needed to communicate universal value for a worldwide audience of customers and consumers.

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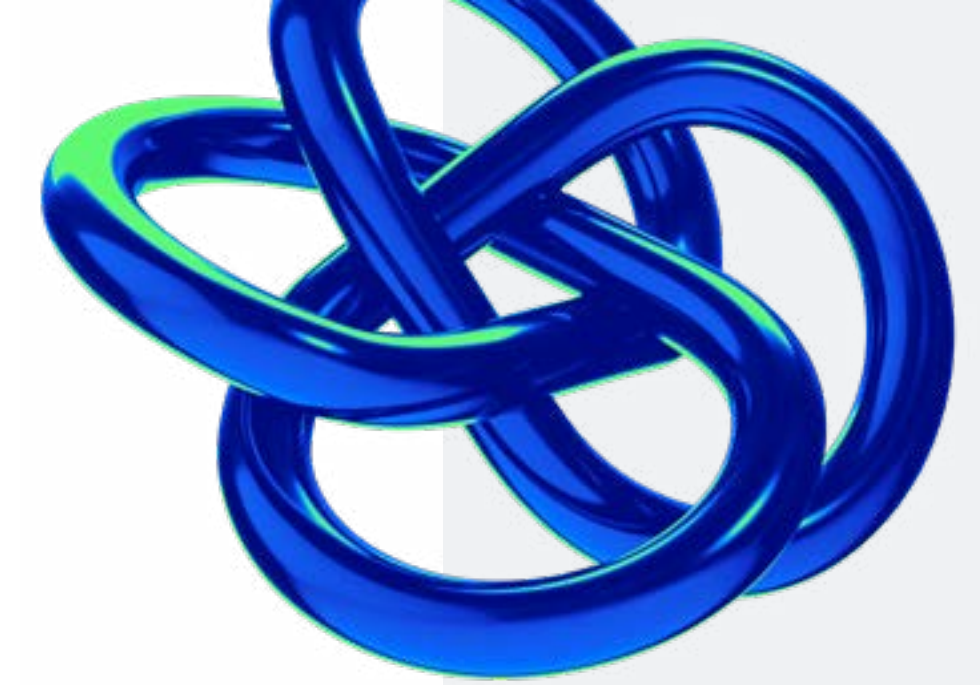
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OUR SECTORS



Heating & Ventilation



As a leading manufacturer and trusted professional partner, with decades of experience, we provide innovative and sustainable heating and ventilation solutions for residential spaces and light commercial buildings, for both new build and retrofit applications.

Precision Cooling



We develop, manufacture and support customized cooling solutions for medical, industrial and process applications, with global operations and services offering our customers and partners unrivalled reliability, productivity and economy.

Flame



We design and manufacture quality decorative flame products for indoor and outdoor use, across various fuels including electric, gas and wood. Backed up by a number of patents we continuously innovate to deliver ambience, comfort and efficiency.

Consumer Appliances



Renowned for quality and craftsmanship, we offer appliances which have taken pride of place in the homes of generations of consumers. Our ongoing product development in home, kitchen and sound is focused on products which are built to last.

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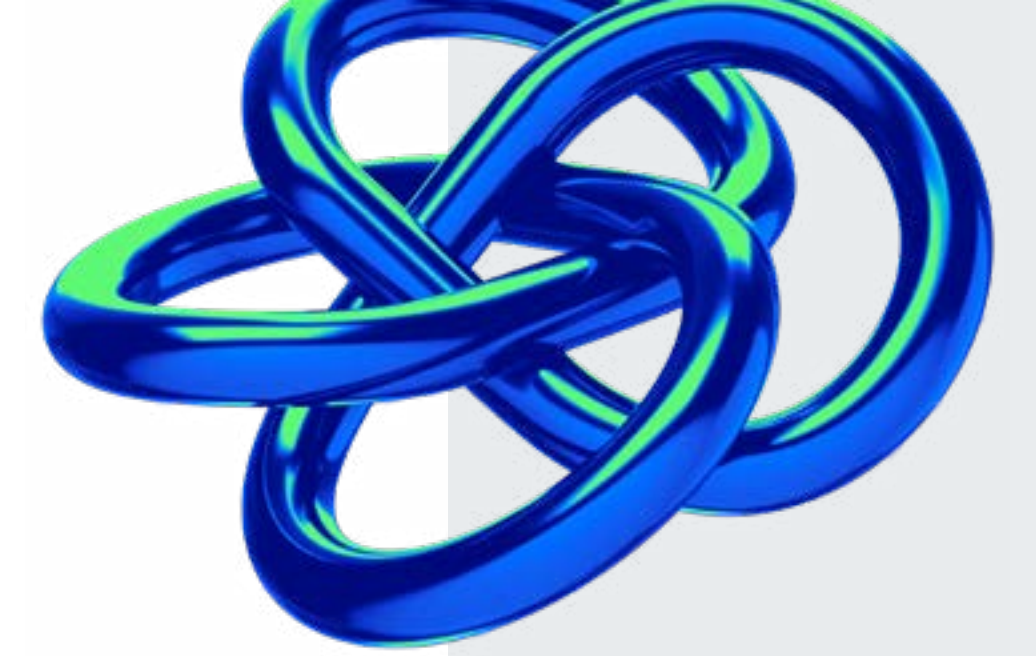
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EMPOWER NOW: OUR SUSTAINABILITY FRAMEWORK

OUR PURPOSE AS AN ORGANISATION IS “TO BE A LEADER IN THE TRANSITION TO A SUSTAINABLE WORLD”. NOW MORE THAN EVER, OUR PURPOSE IS VITAL TO THE FUTURE OF OUR WORLD.

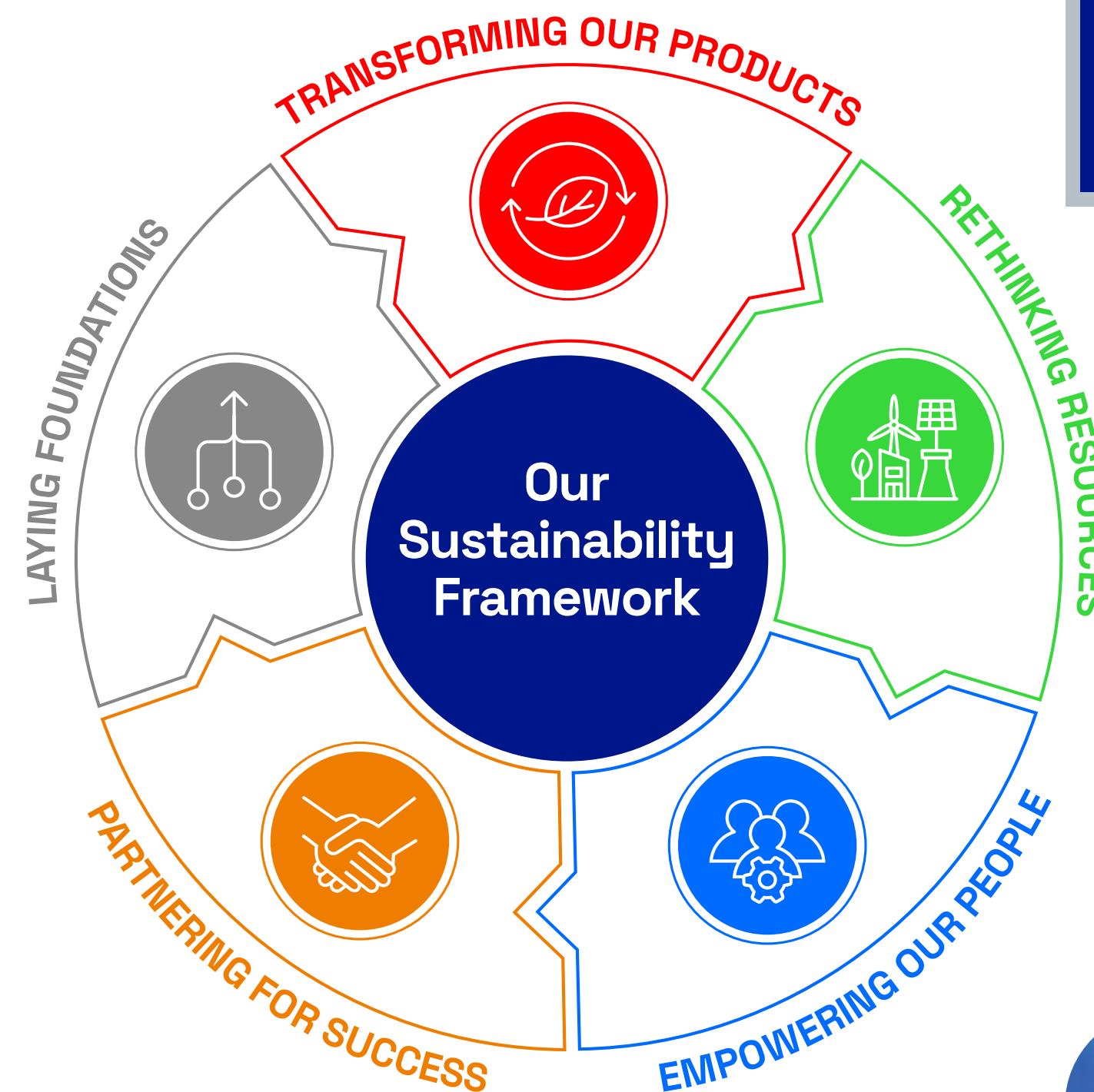
We are committed to being a purpose-led, sustainable business, listening to and responding to the needs of all our stakeholders. As an international business, we have the reach and influence, and the ability, to create real world impact in the economy and to society in everything we do, for generations to come.

We empower millions of our customers to live more sustainable lifestyles through our innovative products and solutions that make life easier and better for everyone.

We strive to put sustainable thinking at the core of our business by ensuring our business activities reduce the negative impacts on society and the planet, guided by our values and our people.

We have devised a sustainability framework that will focus on five main focus areas: **Transforming our Products, Rethinking Resources, Empowering our People, Partnering for Success** and **Laying Foundations**. This sustainability report is an important first step in the Group’s sustainability reporting journey, and sets out our ambitions for the business over the coming years. We will report on our progress annually until 2026 and from there, we will reset the framework with even higher ambitions.

We will consider environmental, social and governance issues in all our decisions focusing our actions on the areas where we know we can have the biggest impact. All of this needs to be underpinned by robust policies and ways of working.



Our **2026 vision** is to lay the foundations for a thriving business that contributes to a sustainable world, now and in the future.

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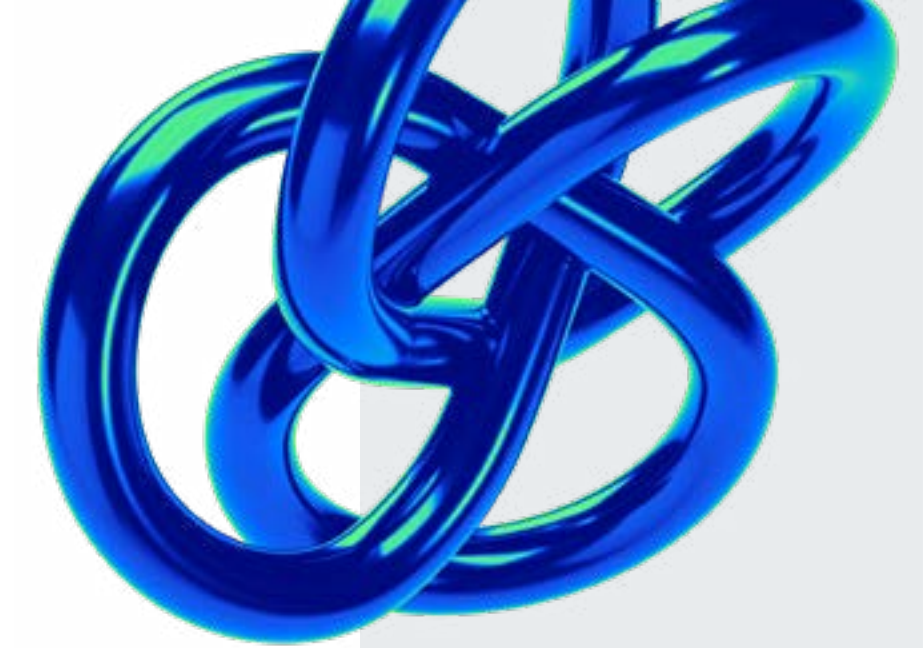
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EMPOWER NOW: THE METHODOLOGY

WE HAVE WORKED THROUGH A ROBUST METHODOLOGY TO ENSURE OUR SUSTAINABILITY FRAMEWORK FOCUSES ON THE SOCIAL, ENVIRONMENTAL, AND GOVERNANCE ISSUES THAT MATTER MOST TO OUR BUSINESS AND STAKEHOLDERS.

We reviewed our current sustainability initiatives, business plans for the future and incorporated our stakeholders' feedback including analysis of sustainability touch points with our customers and suppliers.

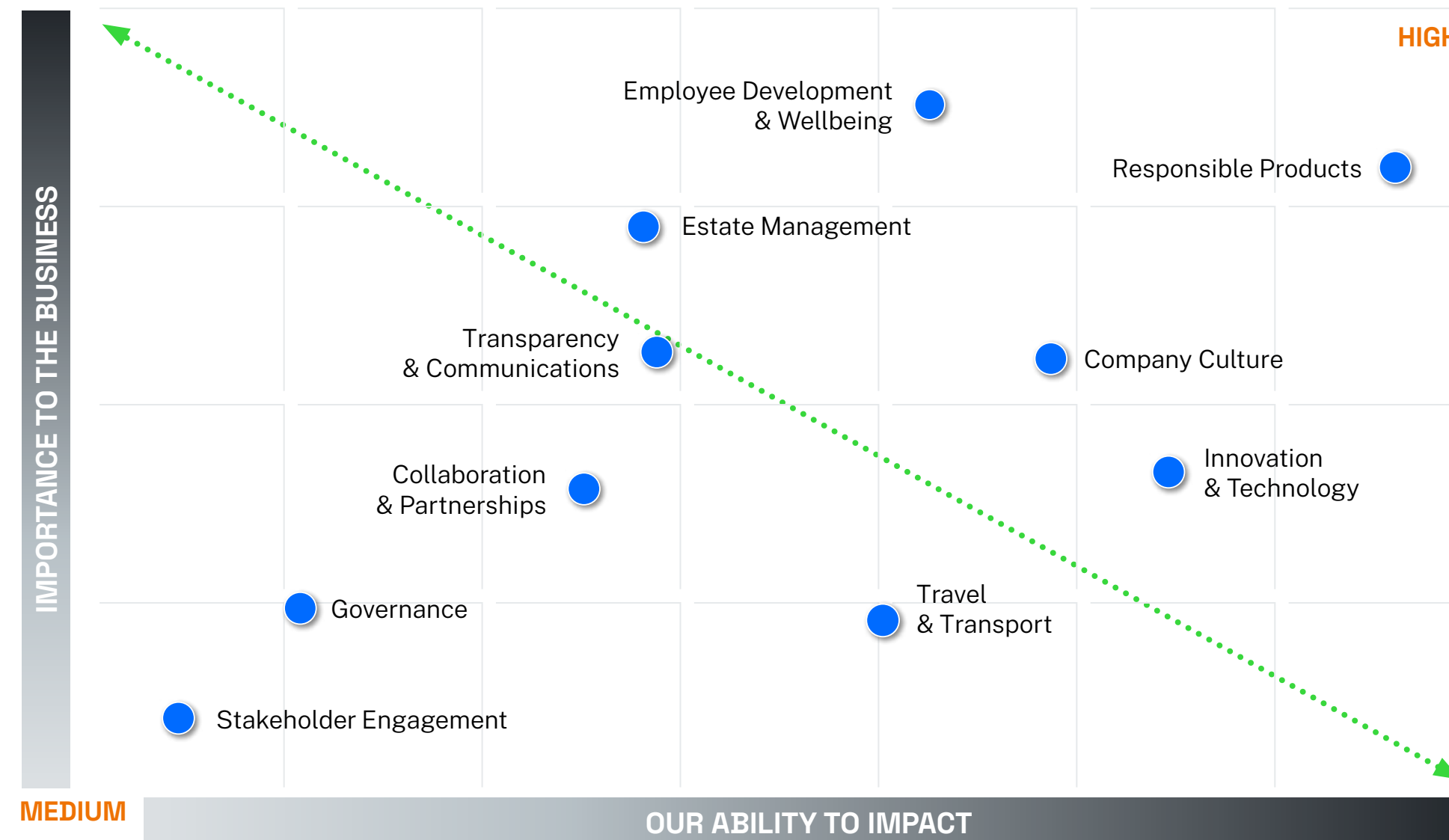


Figure 1: Sustainability Materiality Assessment

The findings inform our sustainability framework, targets and KPIs; ensuring that we are effectively addressing our most relevant impacts, opportunities, and stakeholder expectations. **Figure 1** shows a matrix of our high-level material issues and while all issues in the matrix are material to the business, the graphic depicts their relative importance according to ‘importance to the business’ and ‘our ability to impact them’.

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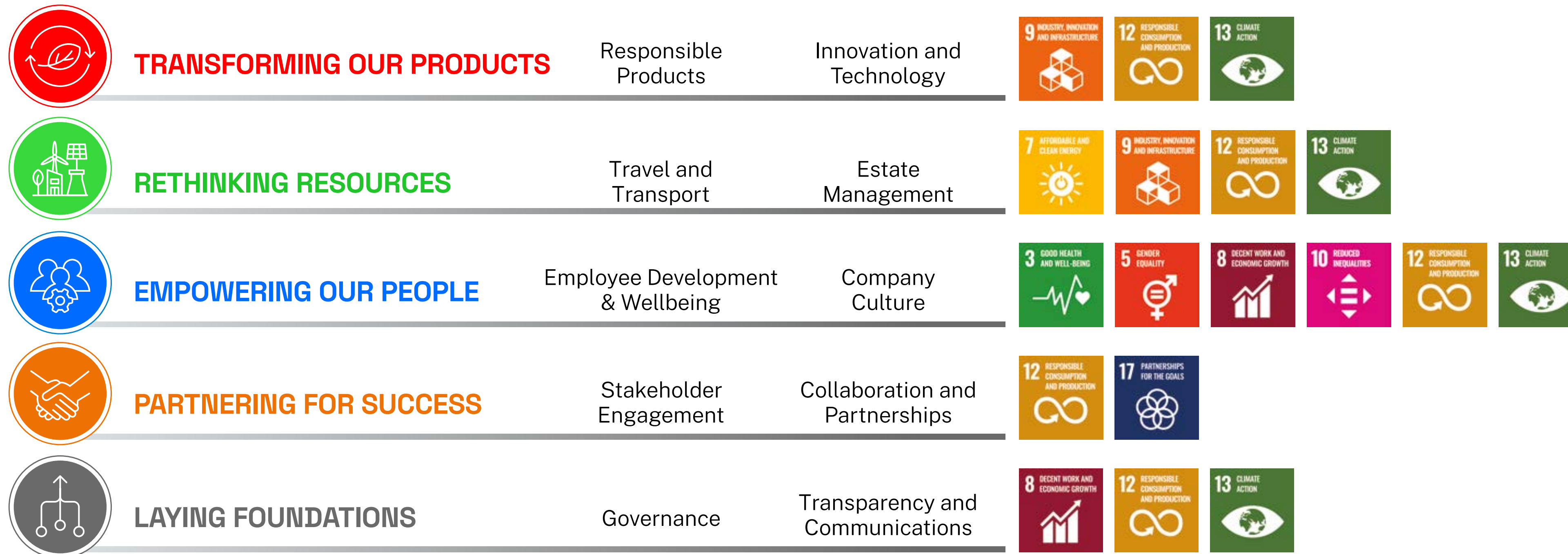
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EMPOWER NOW: UN SDGs ALIGNMENT

We have aligned the sustainability focus areas under our Empower Now framework with the **United Nations Sustainable Development Goals** (UN SDGs) and will be guided by them as our strategy develops. The SDGs provide the global community with a common set of targets to tackle major world issues such as poverty, inequality and injustice and climate change by 2030.



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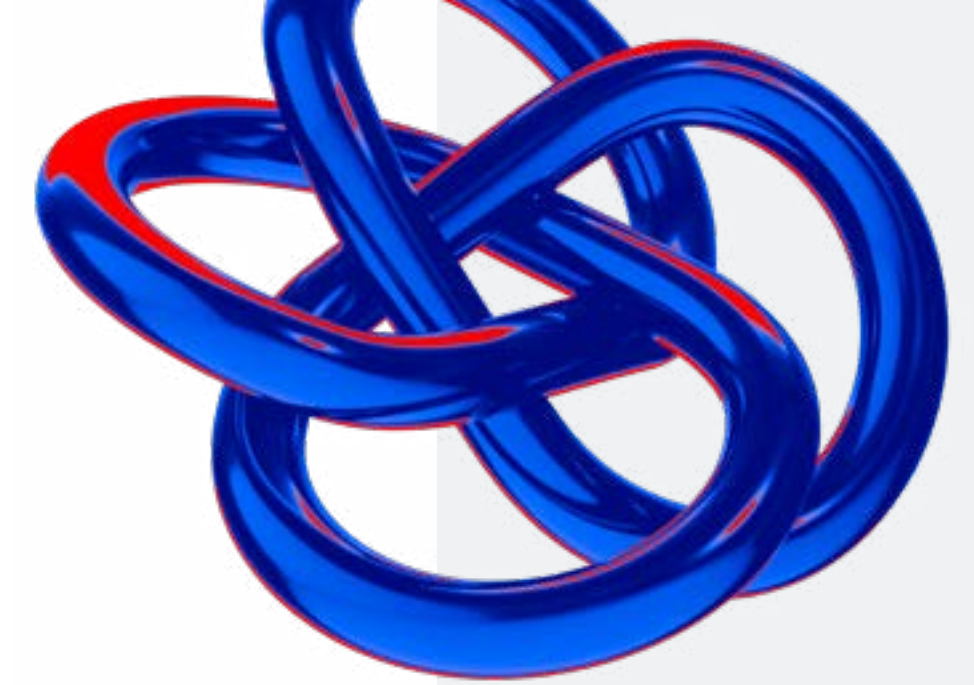
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SUSTAINABLE DEVELOPMENT GOALS





TRANSFORMING OUR PRODUCTS

WE AIM TO DO MORE GOOD FOR OUR PLANET AND OUR SOCIETY, NOT JUST LESS HARM. WE WANT TO ACT ON THE SOCIAL AND ENVIRONMENTAL ISSUES FACING THE WORLD, WHILE EMPOWERING OUR CUSTOMERS IN THEIR EVERYDAY LIVES WITH OUR PRODUCTS AND SOLUTIONS.

As our customer's preferences move towards more transparent and sustainable products, our teams will continue to adapt and be at the forefront of innovation. We will encourage people to choose more sustainable solutions, incorporate sustainability design principles into our decision-making for product development, and constantly keep abreast of technology that will help us become more sustainable.

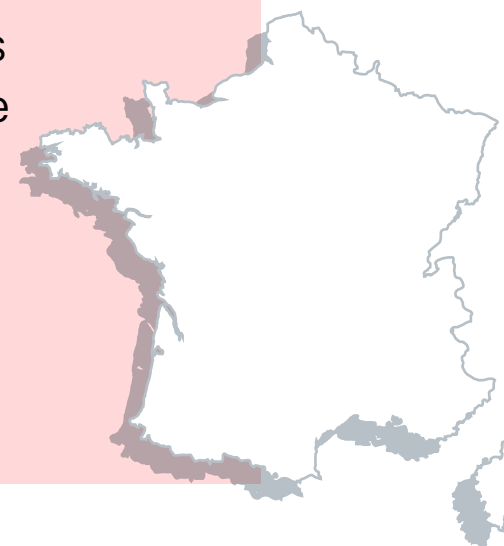
Early Success Stories

Origin France Guarantee

Local production is one of the best ways to lower carbon emissions and support local economic growth.

intuis's "Origin France Guarantee" confirms that all the goods are sourced, developed, and produced in France. This builds traceability of the products allowing people to purchase local products while supporting local communities. It is also helps us to engage communities and attract employees who share our values. Currently 80% of intuis component and raw material purchases come from France.

80% of intuis components and raw materials come from France



Local Distribution

We seek to transform our products and manufacture locally wherever possible. Revising our approach to production, we are moving away from global to more local distribution. Glen Dimplex Precision Cooling have implemented a standard Global Chiller Platform which will be used across all sites, where chillers will be manufactured locally and transported to local customers. This will ultimately reduce costs and emissions, while also improving the ability to serve customers.



Local manufacture and local customers



TRANSFORMING OUR PRODUCTS

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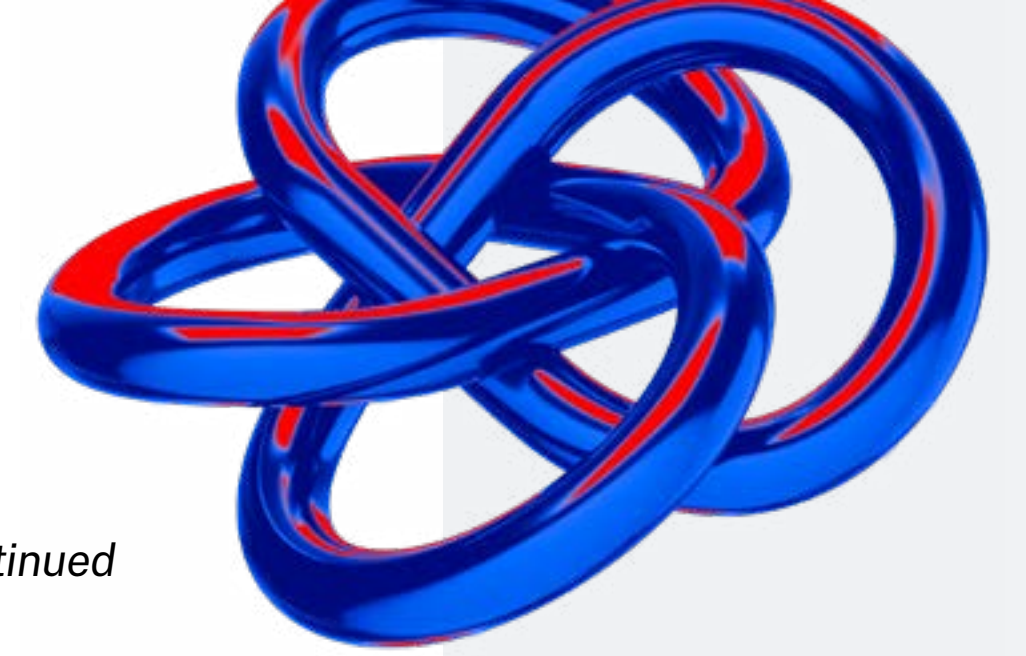
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TRANSFORMING OUR PRODUCTS continued

Plastic Free Packaging

The world produces 381 million tonnes in plastic waste annually and this is set to double by 2034. To reduce our single-use plastics, in March 2021 **Roberts** launched plastic-free packaging for new Roberts products, with the same approach being rolled out across other parts of our Consumer Appliances businesses.

Plastic-free packaging for new Roberts products

Recyclable Packaging

As members of the Australia Packaging Covenant, we seek to work together over the coming five years to support positive implementation of waste reduction methods. As part of a working group with other manufacturing companies, we are focusing on recyclable packaging, learning from others and sharing our findings on how to utilise resource-use.



Members of the Australian Packaging Covenant



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RETHINKING RESOURCES

WE AIM TO HELP CREATE A THRIVING PLANET WHILE ENCOURAGING OTHERS TO DO THE SAME. WE RECOGNISE THAT A HEALTHY ENVIRONMENT IS ESSENTIAL TO THE HEALTH OF SOCIETY.

When you look around and see all the challenges facing our planet, it is clear that we need to radically change the way we do business. We are dedicated to taking urgent climate action across our entire business, focusing first on Travel and Transport, and the management of our buildings.

Early Success Stories

Millbrook House, Southampton

Managing our estates' sustainability is critical to our Net Zero Carbon commitment. At Glen Dimplex Heating & Ventilation in Southampton, UK, the facilities management team has been certified Net Zero Carbon since October 2021 through many energy generating and saving initiatives. These include the installation of on-site solar panels, moving to certified 100% renewable energy, switching all our lighting to LED sensors, centralised temperature controls, and tinted windows. These improvements gave Millbrook House a Display Energy Certificate (DEC) rating of 84 (the benchmark equivalent being 100). We have also achieved an 80% water reduction by improving our washroom facilities, zero waste to landfill and to improve biodiversity in our landscaping, we partnered with the Hampshire Wildlife Trust to conduct a Phase 1 habitat study.



Net Zero Carbon
Southampton office



Glen Dimplex Germany

In 2021 we welcomed **100,000 new 'colleagues'** to Glen Dimplex Germany to support pollination. We introduced two honeybee colonies to a wild and unused piece of land. Since being instated, our bees have produced 800 jars of honey, which we have gifted to employees.



800
Jars of Honey



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RETHINKING RESOURCES continued

Net Zero by 2050

THROUGH THE LAUNCH OF OUR SUSTAINABILITY FRAMEWORK, WE ARE EXCITED TO ANNOUNCE THAT GLEN DIMPLEX GROUP WILL BE A NET ZERO CARBON BUSINESS BY 2050.

We will reduce our direct carbon emissions (scope 1 & 2) to zero, work with our stakeholders to reduce our indirect carbon emissions (scope 3) as far as we can, and offset the remaining emissions using approved schemes. To start our net zero carbon journey, we have measured the Group's carbon emissions from our buildings, travel, and transport. During the period of 1 October, 2019 to 30 September, 2020, we emitted 22,800 tCO₂e which equates to 4.7 tCO₂e per employee. This gives us the baseline we need to build our net zero carbon roadmap across the Group.

We are proud to achieved **Planet Mark Certification**, which means we are not only reducing our carbon footprint year on year, but we are also driving continuous positive change through our actions, people and reach. As we improve our data collection and reporting over the coming years, we will gain a more granular understanding of our carbon footprint and will be able to make significant reductions.



Planet Mark is a sustainability certification for businesses. The certification recognises continuous improvement, encourages action, and builds an empowered community of like-minded individuals who make a world of difference.

Our Group Carbon Footprint



Total: **22,800.4** tCO₂e
Per employee: **4.7** tCO₂e

Our Buildings 62% of Total



19,364 tCO₂e
We used enough energy to power 12,750 UK homes for one year.

Our Fleet and Business Travel 15% of Total



3,437 tCO₂e
This is the equivalent weight of 286 London buses.

Reporting year: 1 October 2019–30 September 2020

Emissions measured:

Buildings: Electricity, Transmission & Distribution, Losses, Natural Gas, Other Fuels, Heat & Steam

Business Travel: Fleet travel, private vehicles used for business

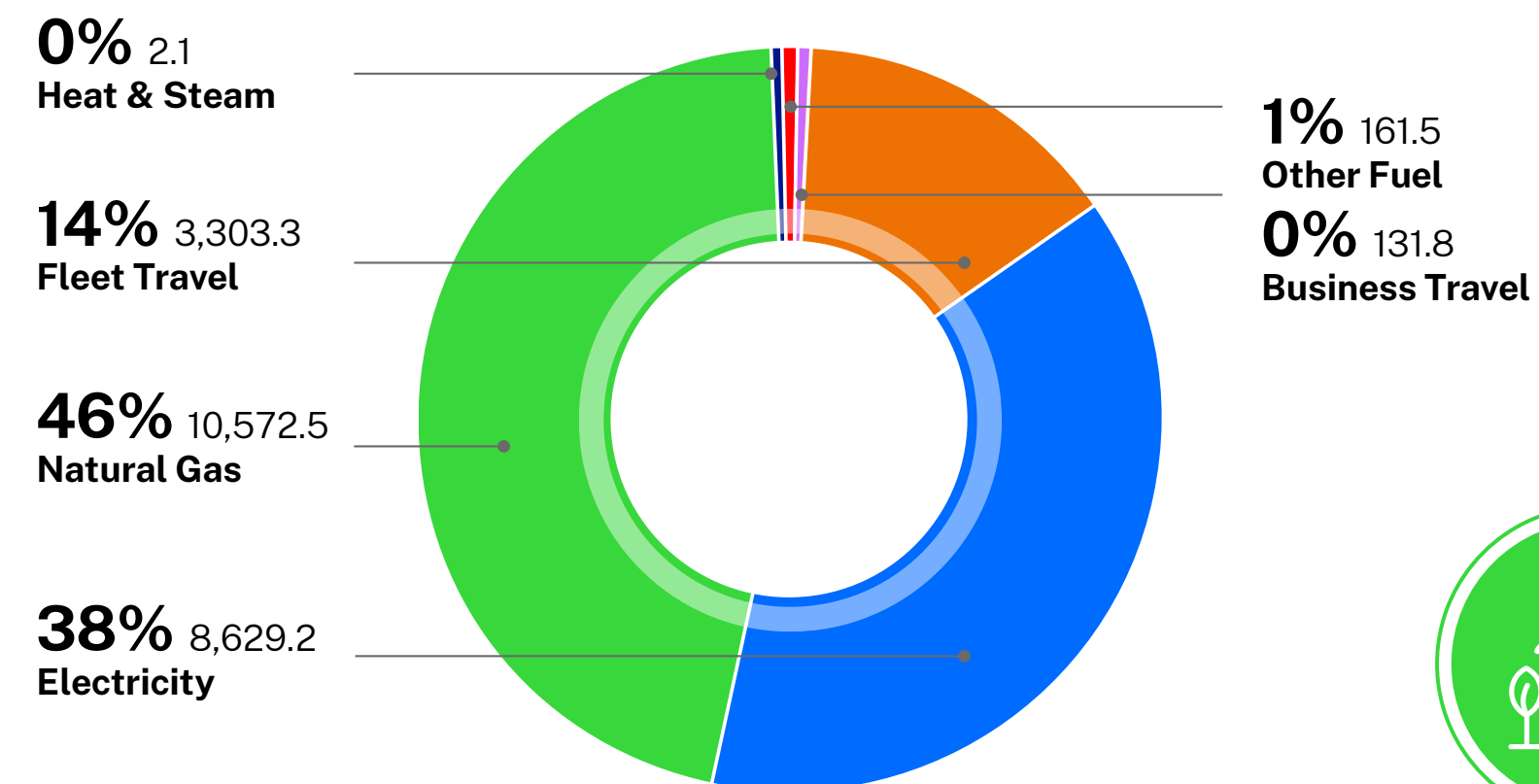


Figure 2: Our Carbon Footprint - Global Operations



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EMPOWERING OUR PEOPLE



WE AIM TO PUT OUR PEOPLE AT THE HEART OF OUR BUSINESS BY NURTURING AN INCLUSIVE CULTURE AND INVESTING IN THE QUALITY OF LIFE OF THE COMMUNITIES WE SERVE.

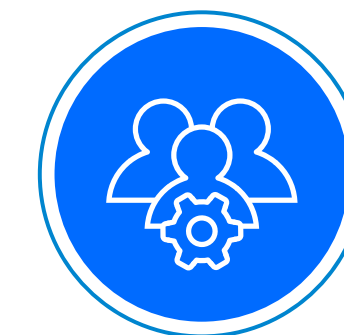
Our people are at the heart of everything we do; their success is our success. People want to work for companies where they can really make a difference. The health and happiness of our people is directly linked to the pride they share in delivering their best to our customers, and the wider world.

Early Success Stories

Building our Skills

In Glen Dimplex Americas, we invested in a third party training firm to introduce skills-building sessions, including leadership, communication, coaching and change management. This was also adapted during the pandemic to support our people in how to lead remotely and inspire their teams. We also invested in a coaching programme, delivering one on one training to support and mentor a number of our people on leadership. These sessions are tied to targets and performance reviews to maximise results and increase positive leadership in our business.

Introduction of
Skills-Building
sessions



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OUR PEOPLE

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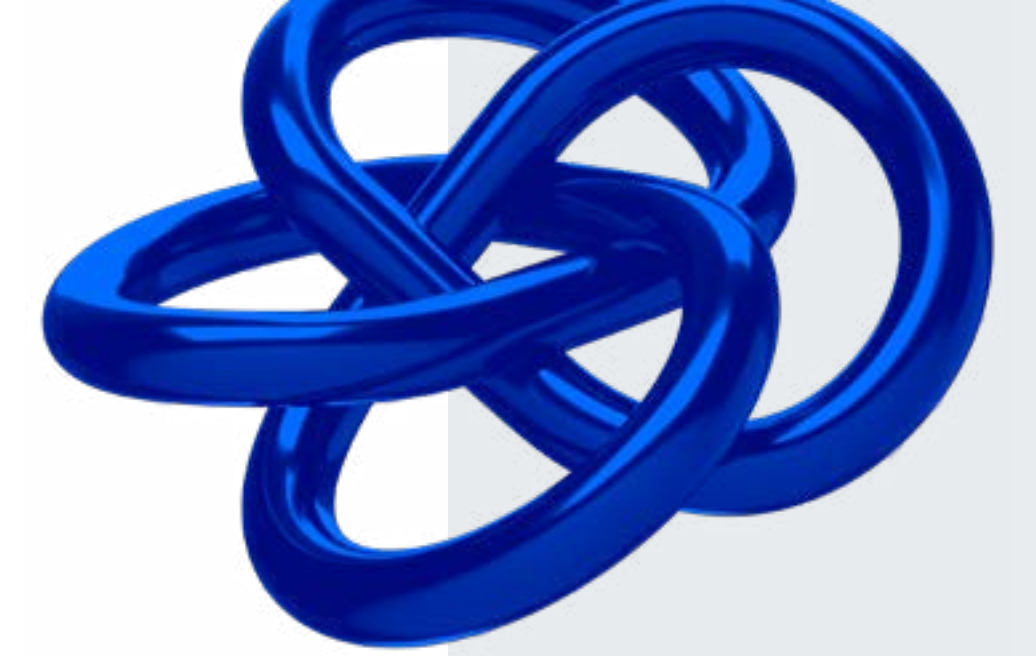
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EMPOWERING OUR PEOPLE *continued*

Mental Health First Aiders

We want to build a safe-space community where discussing mental health is not a taboo, and where one can receive support and care. Across our Consumer Appliance businesses, we introduced a mental health first aider trained group where employees can come in, talk, and receive support. Time is allotted for regular check in and chats or employees can call a first-aidier at any time. The group share resources and communications linked to building a healthy work-life balance, spending time in nature, practising mindfulness and meditation, and having a healthy social life.

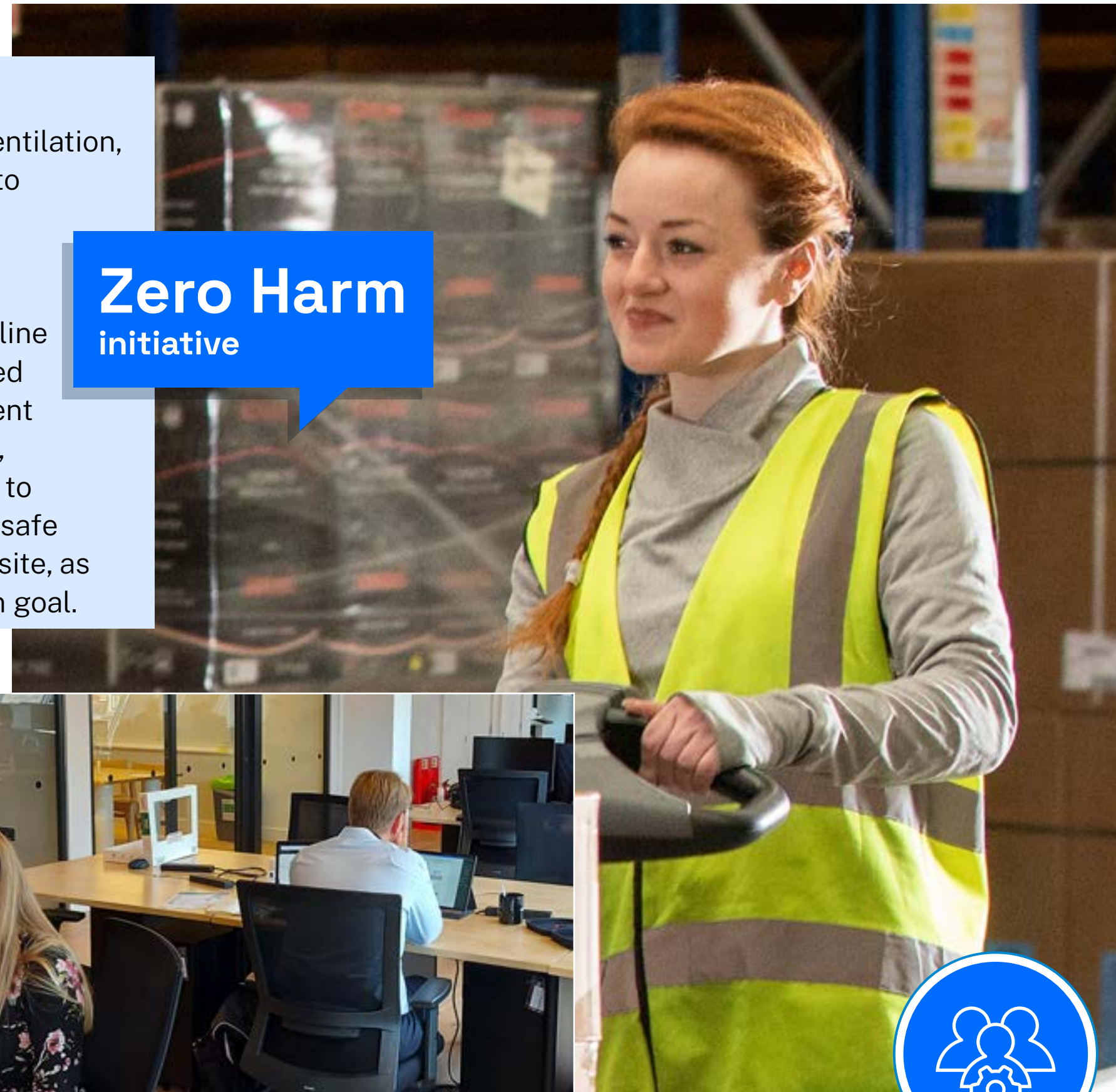
Safe Space
mental health support
for employees



Accident Prevention

At Glen Dimplex Heating & Ventilation, we have an aspirational goal to prevent all accidents before they happen via a Zero Harm initiative, which includes processes and procedures in line with internationally recognised Health and Safety Management Systems. Through Zero Harm, we are supporting our people to work together, implementing safe behaviours and wellbeing on site, as we work towards our common goal.

Zero Harm
initiative



**EMPOWERING
OUR PEOPLE**

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PARTNERING FOR SUCCESS

WE AIM TO EMBED SUSTAINABLE ACTION ACROSS OUR ENTIRE BUSINESS AND ENCOURAGE EVERYONE WE WORK WITH TO DO THE SAME. WE RECOGNISE THAT THE WORLD IS MORE INTERCONNECTED THAN EVER, AND WE MUST COLLABORATE TO SEE SUCCESS.

To empower the everyday lives of our customers, collaborating and partnering with key stakeholders on sustainability will be crucial. We will engage with our stakeholders, industry, suppliers, and customers to ensure their needs, feedback, and ideas are incorporated into our decision making.

Early Success Stories



British Wireless for the Blind Fund (BWBF)

At Roberts, we have partnered with the British Wireless for the Blind Fund (BWBF) to make a tangible positive impact. Working together, we have begun to develop products for BWBF and their communities, supporting improved lifestyle of those who are visually impaired. Each product comes with a leaflet that encourages our consumers and the larger public to donate to this cause.

Supporting improved lifestyles for **BWBF** and their communities

Leading the way for low carbon homes

The Future Homes Standard has set an ambitious target which will cut greenhouse gas emissions by 80% by 2025 in the UK. To help tackle this challenge now, Glen Dimplex Heating & Ventilation are proud to be a part of Project 80, a collaboration of industry experts lead by Birmingham City University. This year, the first 12 houses with this standard were launched in association with Midland Heart. We are proud to be a part of this endeavour and to use our knowledge of policy, space heating and hot water to help lead the way for better quality and low carbon homes.



Part of **Project 80** collaboration of industry experts



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LAYING FOUNDATIONS

WE AIM TO PUT THE PEOPLE, PROCESSES, AND RESOURCES IN PLACE TO ACHIEVE GOALS WHILE BEING TRANSPARENT IN OUR PROGRESS.



We recognise that the decisions we make as a business and as individuals will influence the future of our planet and society. We will be ambitious in our goals, transparent in our progress, and honest about our challenges along the way.

We want to bring our people, customers, and suppliers along on our sustainability journey. We need feedback, suggestions, and innovation to achieve our ambitions. This report is the first step to bring our initiatives together as we begin to strategically manage all our sustainability initiatives. In further years, we are committing to publicly report against our long-term sustainability goals, and engage further with our stakeholders.



Employee Social Network

This year we are celebrating a one year anniversary of launching and an internal employee social network, Viva Engage. The company uses it daily to get updates on news, celebrate the success of colleagues, embrace diversity in the community, and encourage each other to work better. After initial successful pilots in two of our business units, we have now rolled out the platform globally and are continually looking to optimise its use to further enhance our close-knit community at work.

Connecting colleagues with Viva Engage



LAYING FOUNDATIONS



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GOVERNANCE

EMPOWER NOW IS AN AMBITIOUS PLAN WITH BOLD GOALS FOR THE FUTURE. MAKING IT HAPPEN REQUIRES US TO RETHINK AND STRENGTHEN EVERY ASPECT OF OUR ORGANISATION, PARTICULARLY HOW WE MANAGE AND DRIVE THE CHANGES THIS STRATEGY REQUIRES.

Shifting cultures and organisational structures in ways that bolster innovation and collaboration will happen over time. In the long run, our strategy will influence and transform everything we do and must be deeply embedded and integrated into each of our divisions, policies and business functions.



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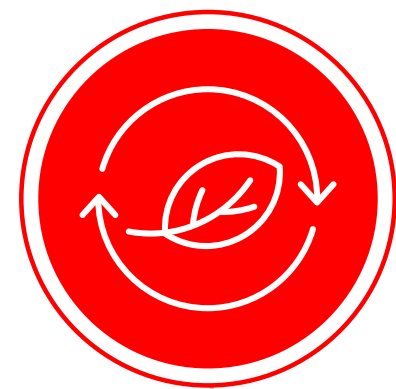
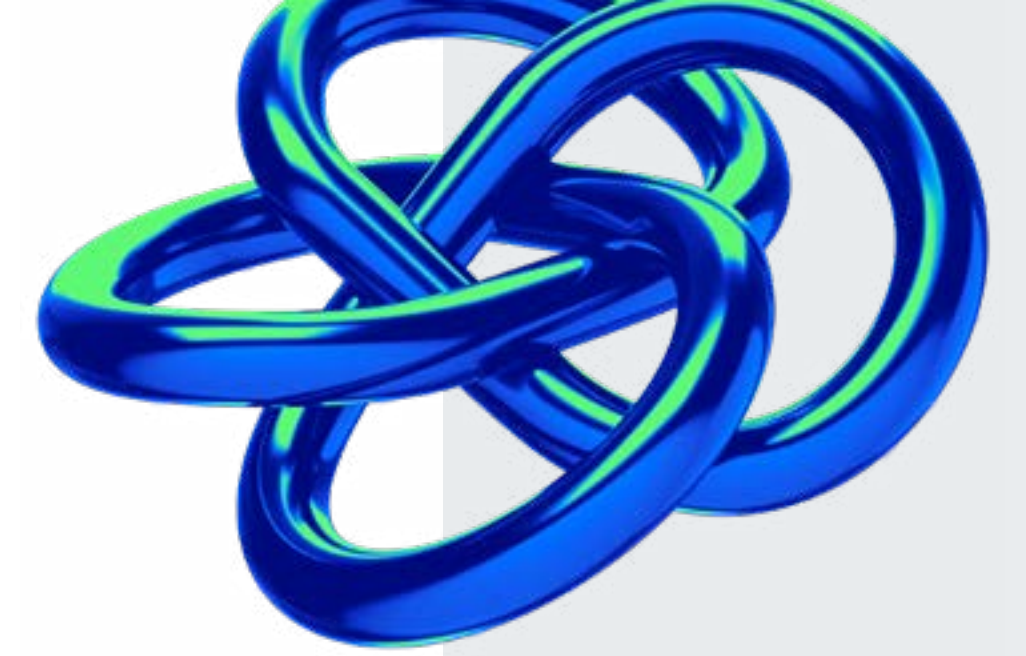
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SUSTAINABILITY GOALS

We have set sustainability goals under each material issue and are engaging our people, setting yearly targets, and resourcing them to demonstrate our commitment to sustainability across the business.



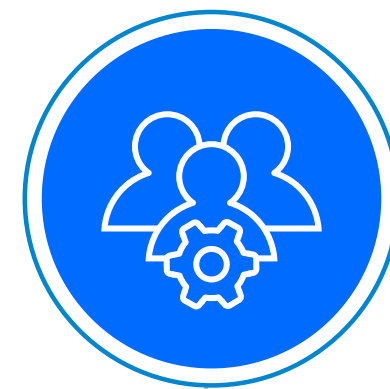
TRANSFORMING OUR PRODUCTS

- Sustainable Procurement
- Life Cycle Assessments
- Energy Efficiency
- Circular Economy
- New Technologies



RETHINKING RESOURCES

- Net Zero by 2050
- Carbon Footprint
- Building Certifications
- Renewable Energy
- Resource Management



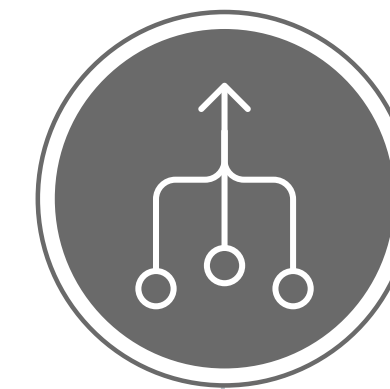
EMPOWERING OUR PEOPLE

- Company Culture
- Health and Wellbeing
- Diversity and Inclusion
- Safety Training
- Safe Working Conditions



PARTNERING FOR SUCCESS

- Stakeholder Mapping
- Governance and Decision Making
- Sustainability Collaboration
- Public Policy
- Thought Leadership



LAYING FOUNDATIONS

- Zero Modern Slavery
- Data Management
- Annual Reporting
- Communications Plan
- Sustainability Standards

A MESSAGE FROM OUR CEO

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THESE PAST FEW YEARS HAVE BEEN A REMINDER NOT ONLY OF OUR FRAGILITY, BUT THAT WE CAN QUICKLY ADAPT. IT HAS DRIVEN US TO CONFRONT THE GLOBAL THREAT OF CLIMATE CHANGE MORE VIGOROUSLY AND TO CONSIDER HOW, LIKE THE PANDEMIC, IT WILL CHANGE OUR LIVES.

It has reminded us how the biggest crises, whether medical, social, or environmental, demand an ambitious response.

At Glen Dimplex Group, we are defining new ambitions that will push us to go further and faster, drive progress on social and environmental issues, and create a world where we can all thrive. Having a clear sustainability framework enables us to understand all our risks and opportunities, so we may create a real-world impact in the economy and for society.

Along our journey to 2026, we will listen to our stakeholders, learn about new processes and technologies, partner with experts that will challenge us, empower our staff to go further, and set long-term goals that are embedded into our business plans.

To achieve our goals, we will need to consistently adapt and innovate. It is our pledge to provide the resources, training, and inspiration needed to empower our employees.

We want to be a role model for integrating sustainable business strategy, strong governance, and positive impact. We are genuinely excited about the path ahead as we lead the transition to a sustainable world.



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