

OUR COMMITMENT
TO SUSTAINABLE
DEVELOPMENT

2012

We insist on...

*"...providing innovative glass
solutions in a responsible manner."*



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INTRODUCTION

INDIVIDUAL COMMITMENT COLLECTIVE ACTION

Environmental awareness and the manufacturing industry would appear to occupy opposite ends of the spectrum, yet, as one of the UK's largest glass manufacturers, we at Saint-Gobain Glass UK place environmental concerns, the needs of the local community and our workforce firmly at the top of our agenda.

We have found that our insistence on an environmental commitment does not conflict with our other ambitions of world-class product development, innovation and growth. Quite the contrary: to us the two are naturally compatible.

Products manufactured using glass from Saint-Gobain Glass last for many years and play an important part in keeping the energy consumption of buildings to a minimum. Over its lifetime, a Saint-Gobain Glass product will save over one hundred times more energy than was originally used in its manufacture.

Whilst we recognise that glass manufacture is an energy-hungry process, we have been able to pinpoint many areas that can be managed more efficiently and have implemented innovative energy saving solutions. Many of these initiatives have been recognised with industry awards and commendations. In fact we are the first glass manufacturer to complete a full Life Cycle Assessment (LCA).

At Saint-Gobain Glass we are working hard to minimise the negative environmental impact of our glass manufacture. We encourage positive green initiatives such as our cullet return scheme, which has led to a 12% reduction in energy use and has significantly reduced road miles for both cullet and raw material deliveries. This has contributed towards Saint-Gobain Glass UK's ranking in The Sunday Times' Greenest Companies List for two consecutive years.

As part of our sustainable development strategy we have forged strong links with local community groups and schools. By working closely with our community neighbours we have been able to share the responsibility for local issues. Internally too, our policy is to foster strong links across all areas of the company, encouraging all staff to work together towards our environmental goals.

Our inclusive approach has led to Saint-Gobain Glass UK becoming recognised as a leading regional employer; the company has been awarded both the ISO 14001:2004 accreditation for environmental management and the Investors in People silver award for people management due to the consistent quality of staff training and motivation concerning environmental issues.



Pierre Lucien-Brun
Managing Director



***"Over its lifetime,
a Saint-Gobain Glass
product will save
over one hundred
times more energy
than was originally used
in its manufacture."***

ABOUT US

OUR VISION

To be the trusted leader for innovative glass solutions, creating beautiful and sustainable environments people want to live and work in.

OUR MISSION

We strive to be the glass manufacturer of choice:

- We are driven to offer great products and services
- We put the customer at the heart of everything we do
- We provide solutions you can't get elsewhere

We achieve this by doing the best with our people to continually improve our business.

Saint-Gobain Glass is one of the world's leading flat glass manufacturers.

Saint-Gobain Glass is part of the global organisation, The Saint-Gobain Group, supplying high performance, innovative solutions for both new and existing buildings.

Opened in April 2000, the Saint-Gobain Glass plant in Yorkshire is an award winning facility which has supplied the latest glass solutions to the UK and Irish markets for over 10 years.

Being voted "Britain's Best Factory 2005" and "Britain's Best Processing Plant 2008" highlights the pedigree and importance that Saint-Gobain Glass places on continued commitment to HSE, employees, customer service, quality, and continual product innovation.

As Saint-Gobain Glass UK moves into a second decade, we continue to invest in our plant and our commitment to supply innovative products to the construction and renovation markets.

AT A GLANCE:

- *Float glass plant opened, April 2000*
- *Magnetron coater commissioned, July 2004*
- *Laminating line added, November 2005*
- *Daily production capacity: 650 tonnes*
- *Voted "Britain's Best Factory", 2005*
- *Voted "Britain's Best Processing Plant", 2008*



We insist...

"...that sustainable development is an integral part of our business."

OUR COMMITMENT

With over 300 years of history, The Saint-Gobain Group has grown and developed on a foundation of values which guide its daily actions.

These values have been formalised in the General Principles of Conduct and Action. As part of The Saint-Gobain Group, our UK glass manufacturing operations subscribe to these shared General Principles of Conduct and Action and commit to act responsibly in pursuit of our vision and goals.

They represent a unifying force and shape the conduct of each and every member of The Saint-Gobain Group, from senior management down to junior employees.

The Saint-Gobain Group's second Sustainable Development Report has been given an A+, the highest rating awarded by the Global Reporting Initiative (GRI).

5 Principles of Conduct:

- Professional commitment
- Respect for others
- Integrity
- Loyalty
- Solidarity

4 Principles of Action:

- Respect for the law
- Caring for the environment
- Worker health and safety
- Employee rights

OUR FRAMEWORK FOR SUSTAINABILITY

We have identified nine priorities that fit within a three pillar framework of sustainable development. Our approach is shaped by the expectations placed upon us by different stakeholder groups in relation to the sustainable development issues that face our businesses at a local level.

	Social Commitment	Environmental Challenges	Economic Growth
An innovative solutions provider	Developing products that enhance user comfort and wellbeing	Developing products that reduce energy consumption and help protect or improve our environment	Developing products that create new economic activity for our customers, our suppliers and ourselves
A responsible business partner	Taking care of our people, our business partners and all those around us	Designing, manufacturing and distributing products with respect to their environmental impacts	Investing locally and creating shared opportunities for growth
A socio-economic stakeholder	Recognising our role in society, helping meet local social challenges and assisting good causes	Maintaining an active commitment to help meet the major global environmental challenges	Creating sustainable businesses that contribute to regional and global economic growth



SOCIAL COMMITMENT

We insist...
*"...on putting people
at the heart of
everything we do."*

ENHANCING USER COMFORT AND WELLBEING

Saint-Gobain Glass products contribute to improving the quality of everyday life in many ways. Thermal efficiency is key, but improved safety and ease of cleaning, together with better acoustic, safety and visual performances all result in greater user comfort and wellbeing.

THERMAL COMFORT



Glazing such as SGG PLANITHERM and SGG COOL-LITE improve interior comfort by providing a pleasant year round environment.

Solar heat gains in the summertime can be reduced so that interiors neither overheat nor require costly air conditioning. In winter, the cold stays outside and heat is reflected back into the room, meaning less energy is required to heat the building to the desired temperature.

EASY TO CLEAN



SGG BIOCLEAR is a revolutionary permanent, low maintenance, self-cleaning coating applied as part of the manufacturing process. Fused to the surface of the glass, it lasts the lifetime of the window.

Self cleaning coatings use rain, and are activated by UV light from the sun to efficiently combat the dirt and grime that accumulates on the outside of windows. This keeps the glass cleaner for longer and significantly reduces the need for manual cleaning.

Any cleaning is quick and easy, resulting in ongoing cost savings thanks to lower window cleaning bills and reduced environmental impact through less frequent use of water and detergents.

ACOUSTIC COMFORT



Noise pollution is a serious issue, particularly when living in an area with high levels of air traffic or busy urban roads. Excessive noise can be damaging to health, resulting in increased stress, reduced concentration and disrupted sleep.

Acoustically insulating glass such as SGG STADIP SILENCE absorbs and weakens sound energy, helping to act as a barrier to noise, cutting out excess sound and its harmful effects, to provide much needed peace and quiet.

We insist...

"...on developing and improving products to enhance the quality of everyday life."



SECURITY AND SAFETY

If laminated or tempered, glazing offers increased levels of safety and security.

When it breaks, it breaks safely thus protecting against the risk of serious injury.

Toughened safety glass, which has undergone a heat treatment to increase its overall strength, is generally five times stronger than normal glass, providing additional security to the building.



INDOOR AIR QUALITY

Today, most people spend more than 90% of their time inside vehicles or buildings. Indoor air quality is therefore critical.

Unlike other materials, which discharge elements into the air, glass is inert. Notably, window panes, frames and fittings emit zero VOCs (volatile organic compounds), ensuring that indoor air quality is not degraded.



VISUAL COMFORT

Daylight is essential to human wellbeing. As a transparent medium, glass lets natural light penetrate to the heart of the building and provides a view onto the world outside.

Patterned and textured glass diffuses light, safeguards privacy and creates attractive and contemporary living spaces.

"Today, most people spend more than 90% of their time inside vehicles or buildings. Comfort and wellbeing is therefore critical."



High performance low-E glass products such as SGG PLANITHERM TOTAL+ are recognised as being an essential component in improving the energy efficiency of windows and can help windows to qualify for Energy Saving Recommended status.

TAKING CARE OF OUR PEOPLE



SAINT-GOBAIN GLASS VALUES AND BEHAVIOURS

The successes at Saint-Gobain Glass UK can be largely attributed to one group of people - our staff. Without the commitment and ongoing close co-operation of all staff, implementing many of the schemes around site would have been impossible.

This close and collaborative working environment has been recognised and praised by external observers - including Investors in People (IiP), which recently presented Saint-Gobain Glass UK with a silver award for our people management.

IiP said: "The open culture of the company continues to be a strength, and the review confirmed that all personnel feel able to talk openly to their line managers, as well as to members of the senior management team.

"This openness extends to the way in which people are actively encouraged to share best practice and positive examples of this were given - e.g. small changes to machines that prevented down time occurring that have also been introduced on other machines.

"Individuals also commented positively on the opportunities that exist for sharing good practices with sister companies within the Group."



Investors in People highlighted two related statistics: that no permanent member of staff lost their job during the recession and that the company had not made a loss in that time.

"These two achievements reflect the commitment of the whole team to a culture of supporting each other," IiP said.

They also drew attention to how valued employees feel at Saint-Gobain Glass UK. It was noted that the salaries and benefits package is one of the best in the region and that operatives enjoy the advantages of a flexible shift pattern. Employees also reported that they appreciated the fact that senior staff (other than the line manager) took the time to personally thank individuals and recognise successes.



"The open culture of the company continues to be a strength."

I insist that...

"...we value our people as they make the difference to our business."

Paul Frankish | HR and HSEQ Manager

WORK CULTURE

The company strives to create an inclusive culture in which all staff are encouraged to participate.

Effective communication is key to this goal and includes monthly team briefs and internal weekly newsletters, as well as site wide emails to keep all staff up to date. In addition, there are a number of councils and committees in which all staff are actively encouraged to participate.

The Employee Council holds quarterly meetings attended by a representative from each department to discuss any site issues.

The Social Committee motivates staff by funding activities to enable them to explore new skills and rewards those who have had zero days of absence.

The Non Financial Recognition (NFR) points scheme enables employees to collect points based on achievement, which can be swapped for high street vouchers.

The Saint-Gobain Group's staff make time for charity work and enthusiastically involve themselves in fundraising events. The chosen charity of Saint-Gobain Glass UK is the NSPCC.



"Effective communication is key and includes monthly team briefs."

HEALTH & SAFETY

A CHARTER FOR RESPECT

Respect for others, for health and safety and for the environment are the leading principles of the industrial, distribution and research management activities of The Saint-Gobain Group.

The Group Environment, Health and Safety (EHS) policy is founded on respect for the individual and for the environment. It encourages each employee of The Saint-Gobain Group to commit to the achievement of defined targets.

All staff members with positions of operational responsibility are provided with a printed copy of the policy and all staff are able to access an electronic copy via the Group intranet portal.

The EHS charter, an offshoot of the EHS policy, is displayed at all Group sites. The aim of the charter is to focus our 195,000 worldwide employees on the attainment of three key objectives:

0

work-related **accidents**

0

occupational **illness**

0

non-recovered **waste**

To date, the charter has been translated into thirty languages.

Health is also an important issue for the company. Saint-Gobain Glass ensures that all new starters and current employees receive regular health screenings.



PPE REQUIREMENTS

Safety helmets, high-visibility jackets, safety glasses and safety boots are a mandatory requirement throughout the plant with ear plugs required in noisier areas.



OHSAS ACCREDITATION

Saint-Gobain Glass UK has been awarded the internationally recognised OHSAS 18001 safety management system standard. This standard accredits the implementation of an effective occupational health and safety management system, to reduce and control risks and to improve performance.

I insist that...

"...we make all of our activities safe for us, our neighbours and for our wider environment."

Colin Reid | Health, Safety & Environment Advisor



PUTTING HEALTH AND SAFETY FIRST

"Nothing is so important that it cannot be done safely" is the message that greets our staff and visitors on entering the site and it is a belief that shapes the way we work at Saint-Gobain Glass UK.

"The Group Environment, Health and Safety (EHS) policy is founded on respect for the individual and for the environment."



ROSPA AWARD

Saint-Gobain Glass UK is committed to providing a healthy and safe workplace for its employees and in recognition of this, has been awarded a RoSPA Gold Award for the prevention of accidents. Safety awareness is not restricted to Saint-Gobain Glass UK employees. All contractors coming to site are required to progress through our 'Permit to Work' system and to familiarise themselves with all The Saint-Gobain Group's safety procedures.

HEALTH & SAFETY

H & S IS EVERYONE'S RESPONSIBILITY

Saint-Gobain Glass UK has issued its 12,000th Behavioural Safety Intervention.

This is an initiative introduced in April 2008 recognising safe/unsafe acts, which enables the entire workforce to actively participate in ensuring their own as well as their colleagues' safety.

Every member of our team has been authorised to praise good safe behaviours or challenge unsafe behaviours that they witness.

These mini 'audits' consist of a safety focused conversation aimed at improving the understanding of all those involved. This is a clear demonstration that every member of the Saint-Gobain Glass team is fully committed to putting safety first at every stage.

THANKS A MILLION

Saint-Gobain Glass UK is a proud member of the 'Millionaires' Club'.

This Saint-Gobain Group wide initiative brings together sites with the highest safety performance.

With a current membership of 185 Group sites, the Millionaires' Club recognises all sites that reach over 1 million working hours or 5 years without a lost time incident.

At Saint-Gobain Glass UK our outstanding safety record currently stands at over two and a half million hours without a lost time accident. This landmark has been achieved in an unbroken eight-year accident free record.

These achievements are a direct result of the measures and safeguards in place and the dedication and commitment of the Eggborough workforce to put safety at the top of the agenda.



Saint-Gobain Glass UK

2,500,000 hours
worked without a
lost time accident

Saint-Gobain Glass UK

8 year
accident free record



"Every member of the Saint-Gobain Glass team is fully committed to putting safety first at every stage."

"Saint-Gobain Glass UK has reached two and a half million working hours without reporting a lost time accident."

SOCIAL
COMMITMENT



TAKING ON SOCIAL CHALLENGES

SUPPORTING THE LOCAL COMMUNITY

Catrina Lakin accepted a Community Award on behalf of Saint-Gobain Glass UK, for its work to help young people to enter the workforce.

The award recognises the support given to local young people, most of whom are doing their GCSE/A Levels, by providing work experience in, and advice about, engineering.

Describing the scheme, Catrina commented: "Many young people today have an image of industry and manufacturing as unattractive, dirty and perhaps not that exciting. We work alongside local schools to change this impression by educating young people about our company. It helps us to develop the next generation of engineering talent, the future of The Saint-Gobain Group and the broader picture of manufacturing."



Catrina Lakin pictured with **Pierre-André de Chalendar** (Chairman and Chief Executive Officer of The Saint-Gobain Group) and **Peter Hindle** (General Delegate Saint-Gobain UK, Ireland and South Africa)

BEYOND SAINT-GOBAIN GLASS

Founded over three centuries ago, The Saint-Gobain Group has developed its global business over the years with the deepest respect for people and their environment. These core values are the foundation of our corporate culture and inform all aspects of our business. This includes the implementation of social initiatives that are aligned with our strategic positioning.

At Saint-Gobain Glass UK we are committed to giving something back to the community in which we operate and as such we run a number of successful local outreach programmes; not least of which is our continuing commitment to employing local people.

We made the decision very early on to source and train our workforce directly from the local community, rather than attracting established glass workers, a decision that has stood us in good stead and helped shape our dedicated team; over two thirds of our staff live within 15 miles of the site.



We insist that...

"...Saint-Gobain Glass UK is committed to giving something back to the community."

SCHOOLS RELATIONSHIP PROGRAMME

Saint-Gobain Glass UK has an ongoing and highly positive schools relationship programme. Members of staff visit schools in our community to share their experiences and to provide the local children with an insight into the world of work.

For example, a visit to a local primary school by three employees ended up with a game of 'What's My Line?'. The panel game show formed part of an afternoon arranged by the North Yorkshire Business and Education Partnership (NYBEP) in a bid to broaden young people's horizons and inspire them to start thinking about the future and their career and life choices. We also sponsor the NYBEP STEM (Science, Technology, Engineering and Maths) Fairs which are usually twice a year to various age groups. This is an ideal way to show young children how Science and Engineering can be used in every day life, whilst making it fun and interactive to learn about. Saint-Gobain Glass also offers a successful apprentice scheme; we are now in the 7th year of working closely with HETA (Humber Engineering Training Association). One of the first apprentices on the scheme is now a Shift Engineer and over 90% of all apprentices have been offered full time work.

A further opportunity to share our experience came when we hosted a TV crew and the local school children who participated in the making of a short film about material science for the BBC.

Part of a series of three science programmes, 'Curious Cat' is shown in schools to Key Stage 1 children.

During their visit to the plant the children discover how large panes of glass are made by taking them through the glass production process and showing them experiments in the lab.

Another example of our positive schools relationship programme is a recently run logo competition, which saw local children designing logos for a recycling campaign.



ENVIRONMENTAL CHALLENGES



We insist...

*"...that we consider
the environment in
everything we do from
production to use."*

HELPING TO PROTECT THE ENVIRONMENT



The worldwide drive for sustainability has a tremendously positive influence on the glass industry. Saint-Gobain Glass is committed to the use of innovative materials and the development of products as well as technologies for a more sustainable future.

Globally, The Saint-Gobain Group invests more than £350 million annually in research and development.

The Saint-Gobain Glass range of products, while being relatively energy intensive to produce, can, due to their energy saving properties pay back that energy in a matter of a few months once they have been installed in an office or dwelling.

A TNO (Netherlands Institute for Applied Scientific Research) study concluded that low-emissivity (low-E) glass (such as the sGG PLANITHERM range) can offset its carbon cost of manufacture in just ten and a half months when used to replace standard double glazing, making it carbon positive for the rest of its lifetime. The payback time is further reduced if it replaces older single glazing in buildings.

"Low-E glass... can offset its carbon cost of manufacture in just 10 and a half months... making it carbon positive for the rest of its lifetime."



"Globally, The Saint-Gobain Group invests more than £350 million annually in research and development."

THE POSITIVE ENVIRONMENTAL IMPACT OF GLASS PRODUCTS

The Government's Building Regulations set standards for energy conservation and reductions in CO₂ emissions. This includes reducing the heating and cooling requirements of buildings and working towards Government targets.

The Regulations stipulate that insulating products must be used extensively in the construction of new buildings and that alternative methods of energy production should be explored. Saint-Gobain Glass products can fulfil both these criteria.

Buildings consume energy in two different ways when managing climate control - heating and cooling. The correct window specification using Saint-Gobain Glass products can ease the pressure placed upon heating and cooling systems.

High performance glazing has been developed to improve the energy performance of buildings by reducing energy consumption and lowering CO₂ emissions. Installing high performance glazing is an important energy saving factor.

Over their lifetime, our products can help save over one hundred times more energy than originally used in their manufacture.

According to Glass for Europe, the building sector emits 765 million tonnes of CO₂ per year. If double glazing with reinforced thermal insulation were to come into general use in Europe, CO₂ emissions could potentially be reduced by up to 100 million tonnes per year, of which nearly 10 million tonnes of savings would be in the UK. In the case of solar control glass, if used in all new or existing air conditioned buildings in the UK, a further 1.1 million tonnes of CO₂ could be saved by 2020.

The thermal insulation provided by low-emissivity double glazing is three times more efficient than that of standard double glazing. SGG PLANITHERM from Saint-Gobain Glass is the UK's market leading low-E glazing product.



CARE:4

Company Actions for the Reduction of Energy by 4

CARE:4

The Saint-Gobain Group is committed to further reducing our impact on the environment through our CARE:4 programme.

This programme commits to diminishing energy from any new or refurbished building by a factor of 4 by 2040. Products of The Saint-Gobain Group will play a key role in making this commitment a reality.

"High performance glazing has been developed to improve the energy performance of buildings by reducing energy consumption and lowering CO₂ emissions."

ENVIRONMENTAL COMMITMENT

Saint-Gobain Glass UK's Managing Director and Senior Management team recognise that managing the company's activities in an environmentally responsible manner makes sound business sense and demonstrates a commitment to the principles of sustainability.

Through practical leadership and the adoption of a concerted approach, our goal is to prevent pollution, minimise waste and achieve continual improvement in environmental performance.

Through the application of documented management systems certified to ISO 14001:2004, the company has committed to:

- Identify environmental aspects
- Assess significant impacts and risks
- Set objectives and targets based on the principles of:
 - Effective use of resources
 - Energy efficiency
 - Waste minimisation
 - Prevention of pollution
 - Compliance with legislation
 - Enhancement of local and stakeholder relations
 - Monitoring and reviewing of performance against these targets at periodic intervals



The company will ensure that:

- It is legally compliant
- Waste is reduced and raw materials are used efficiently
- Emissions are controlled to the best of its ability
- All visitors to site comply with its environmental policy
- Suppliers' environmental management standards are evaluated as part of the supplier approval process
- All reasonable care is taken to mitigate adverse environmental impact
- Employees are trained to meet the continual changes in environmental priorities

Our key commitments are to:

- Reduce non-recoverable waste to zero
- Reduce emissions to the atmosphere and water
- Reduce noise pollution
- Reduce water consumption
- Use energy more efficiently
- Reduce CO₂ emissions and energy consumption related to our operations and buildings
- Continue to roll out ISO 14001 Environmental Certification across the business



"Our goal is to prevent pollution, minimise waste and achieve continual improvement in environmental performance."

ENVIRONMENTAL
CHALLENGES



LIFE CYCLE ASSESSMENT

Reducing our ecological footprint is a core concern and Saint-Gobain Glass is the first glass manufacturer to have subjected its products to a full Life Cycle Assessment (LCA), in accordance with international standards.

An LCA evaluates the environmental impact generated by a product at each stage of its life: from raw material extraction to end-of-life stage, via manufacturing. Accordingly, the following are analysed:

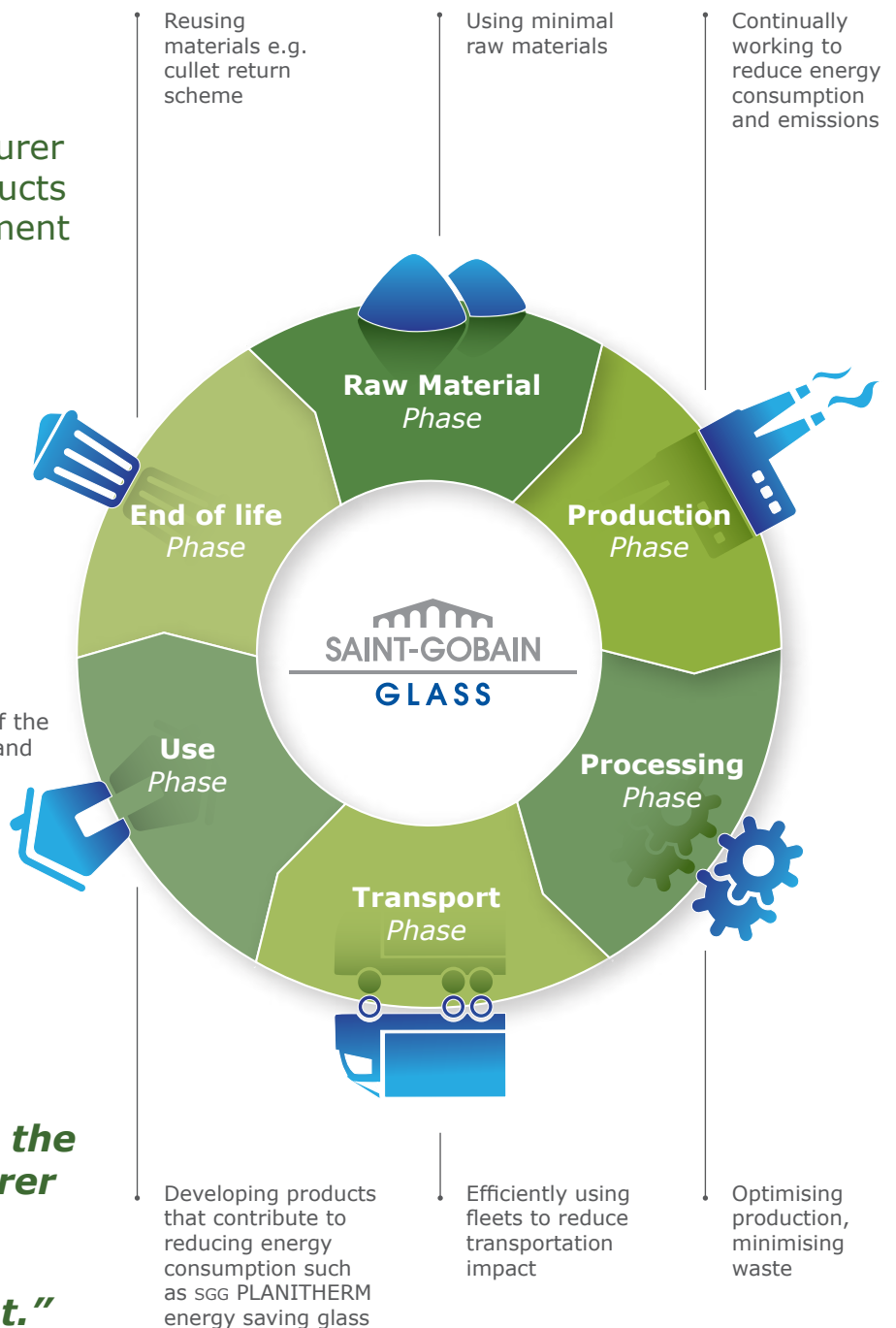
- CO₂ emissions
- Energy consumption
- Water consumption
- Air pollution
- Resource utilisation

Thanks to the LCA, we are fully aware of the environmental impacts of our products and where they appear during the life cycle.

All calculations are verified by an external third party. The LCA is therefore verified by an Environmental Product Declaration (EPD), ensuring the quality and reliability of the results.



"Saint-Gobain Glass is the first glass manufacturer to have subjected its products to a full Life Cycle Assessment."





BEST GREEN COMPANIES

Saint-Gobain Glass was ranked as one of the UK's greenest businesses in The Sunday Times' Best Green Companies List, for two successive years.

The award recognised some of Saint-Gobain Glass UK's green practices. In the first year we applied we won the 'training award' for our environmental training and employee commitment.

According to The Sunday Times Editor, Richard Caseby,

"Companies involved in this survey were all pioneers – enterprising, enlightened and fizzing with new ideas. All have a common sense of purpose about their corporate responsibility".

The survey also found it commendable that the company's environmental awareness had been embraced by employees beyond work life, motivating them to be green at home as well.

WASTE MINIMISATION AND MANAGEMENT



TOWARDS A LOW CARBON OPERATION

Reduction in CO₂ emissions is a priority focus of our environmental policy at Saint-Gobain Glass UK.

An effective way to significantly reduce CO₂ emission levels is by feeding recycled materials back into the production process.

Staff energy awareness programmes have had significant successes. For example, simple initiatives to cut down on warehouse heating and lighting, as well as to switch off office lights and computers when not in use, have produced an annual CO₂ reduction of 115.9 tonnes.

REDUCE, REUSE, RECYCLE

In 2008 we set ourselves the challenge of achieving a recycling ratio of 40% by 2011. By the end of 2011, we had exceeded this with a peak of 75% achieved, averaging out at 60% over the year.

The ongoing success of our recycling practice has been factored into daily working routines, with each individual taking responsibility for reducing the amount of waste that they produce.

Many initiatives combine to create significant aggregate success, including:

- **Packaging** – boxes are reused many times
- **Printer toner cartridges** – our chosen supplier has a returns policy enabling us to have all cartridges refilled and used again
- **Paper** – paper from misprints and drafts is reused as scrap paper in our offices
- **Drums** – many raw materials are delivered in drums that are either washed and returned to the supplier, or reused on site as waste containers

Where we cannot reduce or reuse, we recycle; and this is carefully monitored. For example, we have skip audits to monitor the level of cross contamination (material disposed of in the wrong place). In the first 15 months of this initiative we reduced incidents of cross contamination from 11 to just 3.

"The ongoing success of our recycling practice has been factored into daily working routines."

"The value of the waste we diverted from landfill in 2011 equated to approximately £70,000."

One of our key performance indicators is waste relative to total employees. In the period 2002-2010, we reduced the amount of waste per year by 94%.

Despite the cost of landfill rising significantly, we have still managed to reduce the cost of disposing of our waste by 39% per person over the same period.

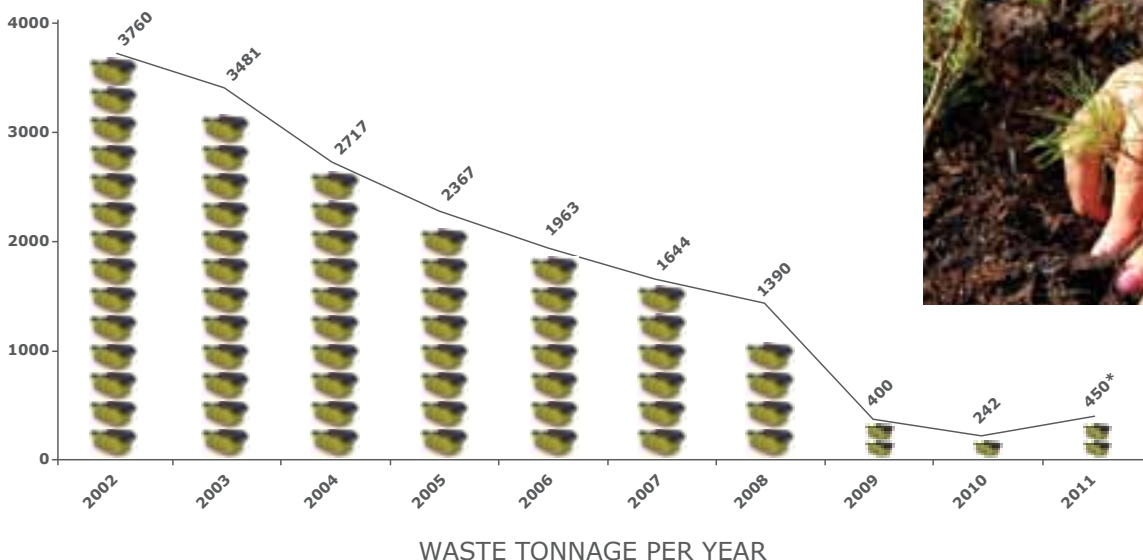
Cost reducing initiatives include compacting cardboard with a baler and disposing of timber as wood chip. Despite a £16 per tonne increase in landfill costs, we managed to save £6,000 per month compared to 2004.

These figures have accompanied a dramatic fall in the amount of waste that we send to landfill: 3,760 tonnes in 2002, reduced to just 450 tonnes by the end of 2011.

The value of the waste we diverted from landfill in 2011 equated to approximately £70,000, up from £13,000 in 2004.

TREE PLANTING SCHEME FOR WASTE REDUCTION

Started in June 2006, the aim of this project is to create a wildlife area at the Eggborough site to recognise the achievements of our staff in creating a positive impact upon the environment and to remind each individual of their ongoing duty of care in this respect. For every 10 tonnes of expected waste not produced, a new tree is planted. To date, over 100 trees have been planted since 2006.



* The increase in waste tonnage between 2010 and 2011 is attributed to repair work which was carried out on the furnace during 2011.

UNDERSTANDING OUR IMPACTS



"Our CO₂ emissions remain a key area of focus."

The Saint-Gobain Group's industrial operations pose relatively little risk to the environment; mostly involving the processing of inorganic materials and requiring virtually no environmentally hazardous substances.

Our CO₂ emissions remain a key area of focus and we have set two objectives as part of our environmental policy:

- *To reduce energy consumption and greenhouse gas emissions in our industrial and logistical operations*
- *To optimise the use of raw materials in industrial operations, which includes control of industrial waste, internal recycling and designing products to be recyclable at the end of their lifespan*

Our proactive measures, such as our cullet return scheme, have allowed us to meet our commitments under the European Emissions Trading scheme (for CO₂). Waste reduction and resource efficiency also allow us to control the impact we have.

ATMOSPHERIC EMISSIONS NO_x AND SO_x

Saint-Gobain Glass works hard to understand its impact on the environment. We monitor our carbon emissions as well as those of Nitrogen Oxides (NO_x) and Sulphur Oxides (SO_x).

Glass production emits Sulphur Dioxide (SO₂) and Nitrogen Oxides (NO_x), which contribute to acid rain.

We have been working to cut our sulphur dioxide emissions for several years now by using higher quality fuel or coal slack, reducing energy consumption and introducing desulphurisation processes. Investments in pollution control equipment are part of this effort, resulting in a discharge of just 2.33kg of SO₂ per tonne of finished glass produced in 2010.

We are seeking to reduce our nitrogen oxide emissions by emphasising primary measures to prevent or limit NO_x production at source. Last year our glass furnaces produced just 2.34kg of NO_x per tonne of finished glass manufactured.

I insist on...

"...delivering a consistently high level of waste reduction and recycling."

Dave Redford | Materials Manager

DUST AND OTHER REGULATED SUBSTANCES

Saint-Gobain Glass UK takes an active approach to managing dust emissions and we have invested in an Electrostatic Precipitator allowing us to clean our waste gas of dust and other regulated substances, enabling us to be one of the cleanest plants of our type in Europe. In 2010 our glass furnaces and glass production lines discharged an average of 0.07kg of particulates per tonne of glass produced.



Dave Redford pictured with **Councillor Keith Ellis** (Chairman of Selby Town Council) in November 2010

INCREASING EMPLOYEE ENVIRONMENTAL AWARENESS

The Saint-Gobain Group's environmental policy cascades down into action plans developed at a local level.

The Saint-Gobain Group set out to obtain ISO 14001 environmental certification for its businesses, as an effective way of including environmental issues in overall unit management, building a commitment to continuous improvement and preventing pollution.

At Saint-Gobain Glass UK we are committed to reducing the waste we produce and having already implemented ISO 9001, we successfully achieved the Environmental Management accreditation ISO 14001 in 2006.

This was driven by the senior management team who, with representatives from all departments, formed the Environmental Management System (EMS) committee.

Our environmental policies are communicated to all staff and each individual takes ownership of them. For example, it is everyone's responsibility to ensure that reusable or recyclable waste is segregated from the general waste.

"Our proactive measures, such as our cullet return scheme, have allowed us to meet our commitments under the European Emissions Trading programme."

OUR DEDICATION TO ENVIRONMENTAL ISSUES



RESPONSIBLE SOURCING

Saint-Gobain Glass takes every effort to ensure that wherever possible our raw materials, such as packaging, come from sustainable sources. The Saint-Gobain Group is committed to a programme to ensure that we use responsibly sourced timber (which we use to package certain glass products).

"Saint-Gobain Glass UK has created an innovative cullet return scheme."

CULLET RETURN SCHEME BOOSTS ENERGY REDUCTION TARGETS

Using recycled cullet has a directly positive effect on the reduction of manufacturing energy; but collecting it efficiently is a significant challenge.

For this reason, Saint-Gobain Glass UK has created an innovative cullet return scheme, which enables the utilisation of 30% recycled material in the manufacture of float glass - more than any other float glass producer. Over 100 customers in the UK and Ireland currently partake in the scheme, which recycles 38,000 tonnes annually. Prior to 2005, only float glass could be recycled; now coated and mirrored glass can also be included, representing a major breakthrough.

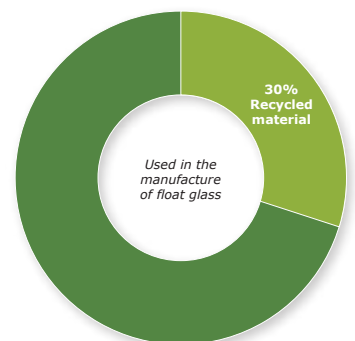
The process is simple; all we ask is that our customers fill the provided bags with their cullet (including non-Saint-Gobain glass), which is then returned on empty stillages to site. By returning cullet using an inloader rather than arranged transport, this helps to maximize the use of our existing fleet already on the road. We pay our customers each month based on the weight of the returned cullet. The service is free to join, we offer all equipment free of charge and we offer full technical support, should our customers need it.

"The scheme enables us to divert waste away from landfill and leads to fewer lorries on the road, whilst using less energy as well as fewer raw material in the manufacturing process. This all helps towards producing less of the greenhouse gas CO₂."

Other major benefits of the scheme include:

- *Improvement of furnace efficiency*
- *Extension of furnace life*
- *Reduction of energy costs*
- *Reduction of NO_x emissions*
- *Reduction of raw material usage eliminating 1 million (and counting) haulage miles from our roads*
- *Diversion of our customers' waste glass from landfill*

We widely publicise this scheme among our customers and have produced a CD and leaflet detailing how easily customers can make money by returning their cullet to us. For more information, please contact us.



I insist that...

"...a shared benefit is given to all parties involved in recycling cullet."

Leo Howard | Batch Plant Manager

BUSINESS COMMITMENT TO THE ENVIRONMENT

In 2006, the company was presented with a BCE award specifically for its unique cullet return scheme. The BCE Awards are used in order to encourage companies to set standards for environmental best practices through highlighting those that excel.

"This scheme enables us to utilise 30% recycled material in the manufacture of our float glass – more than any other float glass producer."

Finally, we intend to build upon the success of our cullet recycling operation. Cullet is increasingly valuable and we have changed attitudes to its disposal. We have recently started to collect and re-process post-consumer glass cullet, as it comes out of buildings, reducing CO₂ even further.



CONTRIBUTING TO SUSTAINABLE BUILDINGS



The right policies and legislation are essential in order to drive Europe towards a low energy, low carbon economy.

If Europe meets its target of a 20% reduction in energy consumption by 2020, this would amount to an annual reduction of some 780 million tonnes of CO₂ emissions.

In order for this to happen EU and national policy makers need to prioritise energy efficiency and commit to concrete actions to promote the uptake of energy saving technologies, including energy efficient glazing products.

The original Energy Performance of Buildings Directive (EPBD) adopted in 2002, required national governments to adopt mandatory minimum energy performance standards and energy performance certification for buildings. The Directive aimed to create a tool for communicating a building's energy performance and to drive the sector towards more efficient buildings.

With the growing focus on energy efficiency and the need to meet the EU's climate and energy targets, a revised and more robust Directive was adopted in May 2010. The new Directive requires a more ambitious framework to be put in place at national level by July 2012 including:

- *All new buildings to be 'nearly zero energy' by 2020*
- *Minimum energy performance requirements for all building elements that are retrofitted or replaced*
- *Minimum energy performance requirements for buildings undergoing "major" renovation*
- *Information on improvement options to be provided on Energy Performance Certificates*

Additionally, the European Commission committed to achieving a Low Carbon Economy by reducing energy consumption in buildings by 88-91% by 2050.

The choice of glazing plays a vital role in determining the overall energy performance of a building. Energy efficient glazing products can considerably reduce energy demand and significantly contribute to the energy efficiency of buildings.

"The choice of glazing plays a vital role in determining the overall energy performance of a building."

activehouse.INFO
NETWORK AND KNOWLEDGE SHARING
ALLIANCE MEMBER

Active House is a vision of buildings that create healthier and more comfortable lives for their occupants without any negative impact on the climate - moving us towards a cleaner, healthier and safer world.

"Window Energy Ratings have proven to be very effective in promoting the relative energy efficiency of windows in the eyes of consumers and policy makers."

A GLOBAL COMMITMENT SUPPORTED LOCALLY

Members of the Saint-Gobain Glass UK senior management team, in collaboration with the Glass and Glazing Federation (GGF), are actively involved in advocating at European level to ensure that energy efficiency in buildings, including the use of energy efficient window glass, remains high on the agenda.

This involves members of the management team participating in specialist groups within the GGF and contributing to these groups' responses to consultations and legislation from the Department for Communities and Local Government (DCLG) as well as the Department of Energy and Climate Change (DECC). With a focus on carbon reduction, the argument in favour of the use of energy efficient window glass is very clear indeed. Saint-Gobain Glass UK is actively encouraging and supporting the incorporation of energy efficient windows in the energy saving Green Deal scheme, due to be launched in autumn 2012.

In addition, representatives from Saint-Gobain Glass UK played an active role in the development of the Windows Sustainability Action Plan published by WRAP (Waste & Resources Action Programme) in March 2012, as well as continuing to influence legislation and consultations through involvement with British Glass, the Flat Glass Manufacturer's Association (FGMA), the Fenestration Industry Thermal Performance (FITP) working party and the Energy Efficiency Partnership for Homes' Glazing Strategy group.



Glass and Glazing Federation



The latest generation of low-E product to be launched in the SGG PLANITHERM family by Saint-Gobain Glass UK is SGG PLANITHERM TOTAL+. By lowering U-values even further and improving the solar gain ability, the revolutionary product can meet (and exceed) the performance criteria required for an A-rated window under the Window Energy Rating scheme. This innovation further enhances the market position of SGG PLANITHERM TOTAL+ as the bestselling low-emissivity glass in the UK and Ireland.

Multi-channel campaigns like ours to promote SGG PLANITHERM TOTAL+, which is being funded by a CERT (Carbon Emissions Reduction Target) initiative in partnership with Scottish and Southern Energy, are vital in informing consumers and installers alike of the benefits of energy efficient glazing.

DRIVING INNOVATION

More stringent Building Regulations and environmental standards are the future for the construction industry.

For example, in the residential replacement market, Window Energy Ratings have proven to be very effective in promoting the relative energy efficiency of windows in the eyes of consumers and policy makers alike. Within Saint-Gobain Glass UK there has been a progressive development programme in place for years and, thanks to our SGG PLANITHERM range, we are ahead in most areas in this respect.

In the future, further innovation in frames and double glazing to increase performance to reach A+ ratings and beyond is key and it is likely that triple glazing will be the next evolution to further raise standards.

In other sectors, ongoing developments at Saint-Gobain Glass are pushing the energy efficiency of glass even further as demonstrated with unique innovations like SGG PLANITHERM ONE, which boasts a U-value of just 1.0W/m²K and the recently launched SGG COOL-LITE XTREME, the latest generation of high performance solar control glass.



ECONOMIC GROWTH

We insist...

*"...on moving forward
to help the local and
global economy grow."*

CONTRIBUTING TO OUR CUSTOMERS' PERFORMANCE

We devise our products and services with the specific needs of our customers in mind. We want to help them to easily integrate Saint-Gobain Glass products into their own products and services to best serve their customer base.

In order to meet the changing needs and expectations of our direct and indirect customers we are constantly striving to introduce new solutions, training opportunities and comprehensive technical support for the people who use our products.

We combine this with an annual review of customer satisfaction to enable us to continuously improve our offer. Our customers' feedback is vital; we adapt our business to the changing requirements of our customers, such as improvements to existing product performance and the ease with which it can be processed, or by ensuring wider availability of products. Feedback is also essential for the introduction of new, innovative, value-added products that will keep our customers at the forefront of technology.



PRODUCT TRAINING

At Saint-Gobain Glass UK, we provide our customers with full product training, whether these are new or existing customers looking to gain additional product knowledge.

Once we have fully briefed them on safety regulations, customers are invited to take a tour of the plant to learn about glass manufacture, laminating and coating and to meet key figures within each department who are always ready to share experience on World Class Manufacturing tools, techniques and lessons learned.

TECHNICAL SUPPORT

Customers are given samples of the Saint-Gobain Glass products and full ongoing technical support to enable them to use our products more efficiently.

This includes audits, trials, problem solving advice and access to the team of Product Technical Support Managers, to ensure that technical queries are dealt with quickly and all issues resolved. Technical seminars and regular site visits enable us to keep our customers up-to-date with new products.

FURTHER SERVICES

Always trying to make the lives of our customers easier, we can offer a flexible supply of single sheets, mixed loads and packs to assist with their stock holding, making it easier for them to offer the full range of Saint-Gobain Glass products and win more contracts as a result.

We also work closely with architects and main contractors through our Specification and Marketing teams, to have Saint-Gobain Glass products specified and provide ongoing technical and marketing support for our customers, including joint advertising and PR campaigns as a further demonstration of our ongoing commitment.

"We adapt our business to the changing requirements of our customers."



WCM AND WORKING PRACTICE

World Class Manufacturing (WCM) is a global strategy for best practice benchmarking and continuous improvement through ongoing assessment.

Our vision is for WCM to become integral to the working culture of Saint-Gobain Glass UK through employee involvement and engagement. To this end, events involving the whole workforce, focused on making the working environment more effective, are held each month. A number of improvement projects have been initiated as a result:

- *Utilisation of Lean Manufacturing techniques to reduce waste*
- *Employee 'My Contribution' scheme encouraging suggestions for improvements and money savings*
- *6S initiative – sort, straighten, sweep, standard, sustain, safety*

In addition, staff training is standardised and streamlined through our comprehensive interactive e-learning programme - MKT2 (Manufacturing Know-how through Transfer and Training).

INVESTING LOCALLY

A LOCAL STRUCTURE CLOSE TO ITS CUSTOMERS

As one of the world's largest manufacturers of flat glass, Saint-Gobain Glass UK is committed to responding to the needs of its diverse client base.

"Strategically located to manufacture and supply the UK and Ireland with the highest quality clear and coated float glass."

Working closely with its customers, Saint-Gobain Glass UK proactively anticipates the evolving requirements of its markets. Since our initial presence in the UK in 1949 as Claritude, our stock distribution activities have expanded significantly.

Having adopted the name of Saint-Gobain Glass UK in 1990, we continue to specialise in the supply and delivery of the entire Saint-Gobain Glass range to glass merchants, regional distributors, processors and frame manufacturers.

From an original list of a possible fifty locations, narrowed down to a short list of just seven, the decision to base The Saint-Gobain Group's UK float glass manufacturing plant in Eggborough, Yorkshire, a region with a proud tradition of manufacturing, was announced on 26th March 1998.

Strategically located to manufacture and supply the UK and Ireland with the highest quality clear and coated float glass, the 650-tonne-per-day process plant opened two years later in April 2000.

After four years, on 22nd July 2004, the UK's first magnetron coater was commissioned, enabling local production of the full SGG PLANITHERM low-emissivity glass range. The current generation of low-E glass is one of the most energy efficient window glass products available in the UK today.

An industrial jumbo-sized laminating line was added to the site in November 2005.

These investments in state of the art facilities are the first of their kind in the UK and reaffirm Saint-Gobain Glass UK's ongoing commitment to meeting the needs of the local market and the Group's position as the world's leading glass manufacturer.



"Saint-Gobain Glass UK honours its responsibility to its customers through a commitment to continual investment in human and capital resources."

BEST FACTORY AWARDS

In 2005, Saint-Gobain Glass UK was the outright winner of the prestigious Best Factory Award presented by Works Management magazine, in partnership with Cranfield School of Management. In 2008, the Eggborough plant was a triple winner: Best Process Plant and Highly Commended in both Skills Development as well as Energy and the Environment.

Justifying the accolades, Works Management magazine said that Saint-Gobain Glass had:

"Completely reinvented itself, moving away from the crowded and declining commodity end of the market to become a specialist, value-added producer. Today, a large proportion of its business comes from solar control glass, self-cleaning products and most of all, its ground-breaking low-emissivity SGG PLANITHERM range."

Saint-Gobain Glass UK honours its responsibility to its customers through a commitment to continual investment in human and capital resources.



CONTRIBUTING TO GLOBAL ECONOMIC GROWTH

EXEMPLARY IN OUR PRACTICES AND CONDUCT

As a leader in our market sectors, we have a responsibility to set an example. In addition to complying fully with regulations, our teams must be beyond reproach in their conduct and practices, both in house and outside the company.

The Group Compliance Programme, launched in 2009, ensures that the Principles of Conduct and Action are applied correctly in all divisions worldwide, that everyone understands them and that operational departments have deployed good practice. One of the component parts of the programme is the Competition Law Plan.

The first Principle of Action, respect for the law, states that "all Group companies... prohibit actions that could potentially infringe on competition law."

A Competition Law Compliance Guide has been translated into 17 languages and distributed to all managers worldwide. The Guide reviews competition rules, describes procedures to be followed and explains the consequences of non-compliance by:

- *Making sure all managers understand the basic rules of competition law*
- *Organising seminars led by lawyers and group legal specialists*
- *Sending specialised lawyers to perform unannounced audits*

Everyone in The Saint-Gobain Group corporate community is expected to comply at all times with good competition practices. General Management regularly reminds team members of the Group's zero tolerance policy.

SUPPORTING LOCAL ECONOMIC DEVELOPMENT

Saint-Gobain Glass proactively takes measures to promote economic development in the employment catchment areas around our sites.

Group companies nurture close relationships with professional organisations and local authorities, while delegations maintain contacts with national government agencies, chambers of commerce and industry federations in the pursuit of specific developmental issues and campaigns.

SUPPLIER SURVEY ASSESSMENT REPORT

All of Saint-Gobain Glass UK's prospective suppliers must complete a comprehensive supplier survey assessment report to provide key company information and details of quality and environmental policies as well as accreditation, prior to their acceptance to our preferred supplier list.

Before working with a supplier, we determine whether they have quality assurance registration or are meeting the requirements of any other recognised standards; i.e. whether they have a quality management system in place, or if they are ISO accredited or working towards this goal. We can then ensure that we are working with and promoting a supplier base which shares our own quality and environmental agenda and is operating according to the same high standards and values.



"Everyone in The Saint-Gobain Group corporate community is expected to comply at all times with good competition practices."

ECONOMIC
GROWTH

LOOKING TO THE FUTURE

There is much that we are proud of at Saint-Gobain Glass UK. Our environmental commitment and track record is certainly one area. We are also proud of our position as a respected member of the local community, a valued employer and an innovative manufacturer.



I insist that...

"...we fully adhere to WCM principles to continually drive down our energy consumption across site."

Steve Severs | Operations Director

I insist that...

"...we strive to sustainably produce innovative, value-added products providing our customers with multi-functional glazing solutions."

Susan Lambeth | Marketing Manager



OUR COLLECTIVE COMMITMENT

SOCIAL COMMITMENT

- *To increase recycling amounts by between 5% and 10%*
- *To increase suggestions implemented from the 'My Contribution' programme to one per employee*
- *To increase working hours without a lost time accident to 3 million hours by 2012*
- *To continue to grow the number of quality and utility Behavioural Safety Interventions issued to reach 10,000 by 2012*
- *To achieve zero hospital treatments required through work-related accidents in 2012*
- *To launch new health and wellbeing initiatives in each quarter of 2012*

ENVIRONMENTAL CHALLENGES

- *To be audited over the next two years and achieve the WCM Bronze Award*
- *To continue to manage carbon emissions to as low a level as possible*
- *To have full compliance with the Emissions Trading Scheme*
- *To increase the amount of cullet returned by 40,000 tonnes by 2012 and year on year thereafter*
- *To increase the number of customers actively taking part in the cullet scheme by 25%*
- *To expand the range of recyclable cullet to include mixed loads*

ECONOMIC GROWTH

- *To reach a 1.4% reduction in standard manufacturing costs through improving efficiency of energy use, inventory management, overall yield and quality by 2012*
- *To reach a further reduction of 25% waste to landfill by 2012*
- *To increase the total value of waste generated by 10% through recycling by 2012*

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RECOGNITION

Saint-Gobain Glass UK (SGGUK) has been scrutinised by a number of external organisations and our achievements have been recognised with a number of awards:

BEST FACTORY AWARDS

Presented by Works Management magazine, in partnership with Cranfield School of Management. SGGUK was the outright winner in 2005 and won a further three awards in 2008.



BEST GREEN COMPANIES

SGGUK was ranked as one of the UK's greenest businesses in The Sunday Times' Best Green Companies, for two successive years.



ISO ACCREDITATION

Having already implemented ISO 9001, SGGUK successfully achieved ISO 14001 in 2006.



IIP AWARD

SGGUK was awarded 'Silver' status by the highly respected Investors in People, and aims to win gold next time.



RoSPA AWARD

Committed to providing a healthy and safe workplace for its employees, SGGUK has been awarded a RoSPA Gold Award for the prevention of accidents in recognition of this.



OHSAS ACCREDITATION

SGGUK was awarded the internationally recognised OHSAS 18001 safety management system standard.



BUSINESS COMMITMENT TO THE ENVIRONMENT

In 2006, SGGUK was presented with a BCE award specifically for its unique cullet return scheme.





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