

# Appendix 19

## Glendinning's Approach to Sustainability

# SUSTAINABILITY

Our Goals and Commitments



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Glendinning is wholly committed to managing and developing its operations in a sustainable manner for the benefit of its customers and communities across the Westcountry and beyond. Our goals for sustainability cross all areas of our business as follows:

## OUR PRODUCTS

Glendinning strive to manufacture in an environmentally responsible manner and we source products and services locally wherever possible.

Our commitment to sourcing locally is also reflected in our support for the principle of reducing the distance that minerals travel across the UK by encouraging companies and individuals to buy locally, thus reducing carbon consumption.

The UK Government has set a target to decarbonise the UK economy by 80% by 2050. The minerals industry certainly has its own part to play with the transportation of minerals accounting for just over 32% of the industry's CO<sup>2</sup> output.

The UK Mineral's Forum 'Shaping UK Minerals Policy' report, September 2009, outlines two potential approaches to trying to reduce the distance minerals travel, as follows:

- Tougher planning policies to reinforce the proximity principle by giving preference or

greater weight to using local sources, notably for aggregates, which are widely available; and

- Intervention to give preference or added weight to local sources for minerals.

Therefore, an effective method of reducing your carbon footprint is to buy locally - source your building products from a local manufacturer.

We are actively involved in the reprocessing of site arisings and road planings, and can offer recycled products as viable alternatives to those made with quarried stone, thus reducing the demand for new primary raw materials. In addition to this, we have also developed a cold-lay asphalt material which utilises recycled products.

## OUR ENVIRONMENT

Glendinning is committed to being a responsible operator and a good neighbour in the locality. However, with ever-increasing environmental legislation, customer enquiries and public interest, having a good track record is no longer enough to publicly demonstrate our environmental performance. So, we have decided to implement a formal environmental management system and are part-way to achieving BS 8555.

The granting of this standard will recognise existing sustainable practices benchmarked in 2008 with the help of the Carbon Trust. Some examples of our practice can be found on the right.

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## OUR PEOPLE

Without the commitment and skill of our employees, Glendinning would not be able to deliver its products and services to you. Our high level of investment in training ensures quality and service excellence as well as helping to keep our workplaces safe.

Demonstrating the competence of our employees is a key objective and we use qualified internal trainers - such as our SAFED driver trainers or NVQ assessors at our approved NVQ centre at Linhay Hill - or external sources, to give our staff the knowledge to produce a first-class product.

The future development of young people will help sustain our industry and we operate a highly successful apprentice scheme, most notably within our Contracting Division and Engineering, Transport and Plant facilities. Glendinning was recognised in June 2007 for our apprenticeship programme.

We also believe strongly that employees should have the opportunity to be involved in the future development of their company. Regular meetings of our Employee Consultation Committees ensure that those who are interested can have an active part to play.

Working alongside our Health and Safety committees, our Employee Health and Safety representatives inspect our working environment and help shape our safety culture through our goal of zero accidents.

## OUR COMMUNITY

The Glendinning business is rooted in the Westcountry and the family has always been committed to 'giving back' to the community in which we live and work, particularly in the field of education and youth development.

Over the years we have maintained a very strong involvement with South Dartmoor Community College, we have sponsored a Youth Development project at Newton Abbot Rugby Club and we regularly entertain visitors to the quarry - from the youngest pupils at our nearest school, Ashburton Primary School, to undergraduate engineers and geologists who come to study the Devonian limestone formation of Linhay Hill quarry



## CHANGING THE WAY WE WORK FOR THE FUTURE

At Glendinning, we don't just talk about our commitment to the environment, we regularly implement new ideas that will help lessen the impact our business has on the community and the environment.

- We use captured rainwater for the production of ready mixed concrete at our batching plants thus minimising demand for mains water
- Harvested rainwater is circulated throughout Linhay Hill quarry processing and production plant and also for toileting facilities, again minimising mains water demand
- Recycled fuel oil is used in our asphalt batching plant after we converted the heating system in 2008
- Waste oil from our vehicles is used as a fuel to heat engineering and maintenance workshops
- Reduced pollution certificates and Euro 5 engines are used within the LGV fleet
- All our LGV drivers are trained to the nationally recognised Safe & Fuel Efficient Driving techniques standard
- Auto light sensors are used throughout our facilities to minimise electricity usage



## A GOOD NEIGHBOUR

As a responsible neighbour in the local community, Glendinning has, for many years, made every effort to lessen the impact of our business on the neighbourhood, including ensuring that all our vehicles are clean when they leave our site.

We have also planted thousands of trees and plants to ensure that the site is well landscaped and screened from passing traffic.

# SUSTAINABILITY

## Case Studies



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## INVESTING IN OUR FUTURE

Glendinning has always believed in developing its own young people to help sustain our industry. Part of that belief is demonstrated through our Apprenticeship Programme which has been running since 1999, but it is also demonstrated through our commitment to helping our staff achieve their own goals while they are working with us.

HR adviser Holly Beattie is one such member of staff who is happy to describe how Glendinning has helped her. Having worked for the company for over four years since completing her degree, she is now being supported by Glendinning to undertake a Masters degree at Plymouth University. Holly says:

*"Working at Glendinning really is like being part of a family. Everyone is given a chance and people really do come first here".*



## SOUTH DARTMOOR COMMUNITY COLLEGE

For many years Glendinning has provided support for South Dartmoor Community College.

Principal Ray Tarleton said of the backing:

*"Much support over the years has been provided for the College by a local company, E & JW Glendinning Ltd, who endorsed and sponsored our specialist college application and who have leased and given property, land, materials and labour to provide for a Sixth Form Centre, a large car park, five tennis courts, an athletics track and rugby pitches as well as providing generous personal advice through membership of our Governing Body. Their role in continuing to support our work would be invaluable".*

# SUSTAINABILITY

## Case Studies



**Glendinning**  
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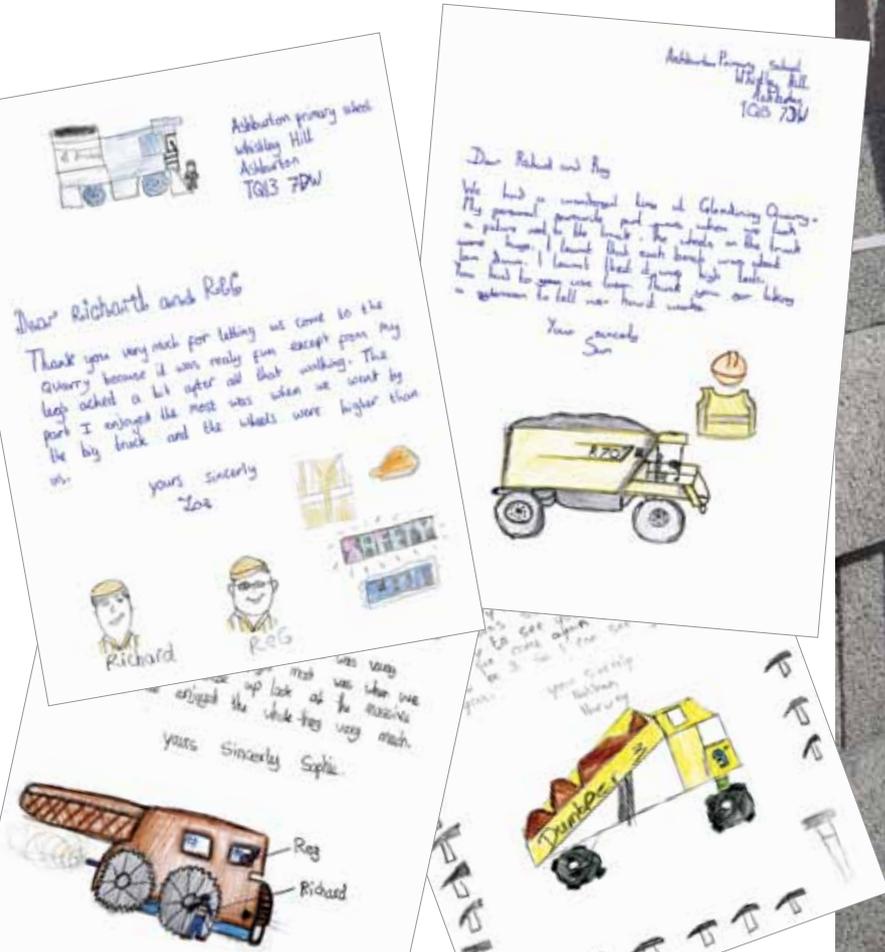
### WE GET ON OUR BIKES

In 2007 we introduced the Cycle to Work Scheme at Glendinning with an amazing level of take up. The scheme is a UK Government initiative to promote healthier journeys to work and to reduce environmental pollution, allowing employers to loan cycles and cyclists' safety equipment to employees as a tax-free benefit.

We have helped over 45 members of staff to take up this scheme which is nearly 20% of our work force.

### THROUGH THE EYES OF A 5 YEAR OLD

Ashburton Primary School pupils were thrilled with their visit to look around the quarry and at all our operations and once back at school they put pen to paper to send us some fantastic 'Thank You' letters.



# SUSTAINABILITY

About Us



**Glendinning**  
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## SET IN STONE

Our mission is to deliver quality aggregate-related products and added value services to the construction and agricultural markets throughout the Westcountry.

We aim to deliver excellent value to all our stakeholders - our customers, suppliers, employees and the local community - by offering superior products, services and delivery to our customers and by being better and faster than our competitors.

We put our customers first and we work together to do everything to the very best of our ability.

## ABOUT US

Glendinning is the Westcountry's largest independent supplier of quarry and concrete products both to the trade and direct to the end user.

A strong sense of pride in what we do drives our success and it provides the foundation for the way we work and the quality of product and service we provide.

To the Glendinning family, quarrying is more than just a business - it is a way of life. Passion and commitment to the business and its customers was instilled by the two brothers Ernest & Jack Glendinning, who established the company in 1958.

Since then, the company has gone from strength to strength to become a commercially successful business whilst retaining the integrity of a true 'family business'.

Today, Glendinning is still wholly owned by the founders' families and many family members remain actively involved in the day to day running of the business - reflecting their belief in self-reliance and independence.

It is also a 'family' business in the broader context of the word. Employing over 230 people, Glendinning is a company that relies on teamwork, loyalty and a strong sense of community, with generations of the same families working with us. And it is that sense of community and our ongoing commitment to training, that ensures that we can continue to provide the very highest level of service to thousands of customers.

The company that we have built, and will continue to develop into the future, is not only well-equipped to be highly competitive and extremely business focused but also places great emphasis on being a sustainable business, retaining its roots in and giving back to the community in which we all live and work.

Most importantly, the directors and employees are proud to have contributed to the buildings, amenities and infrastructure of the Westcountry, knowing that Linhay Hill limestone forms such an integral part of everyday life.

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## THE GLENDINNING HERITAGE

In 1958, founders of the Glendinning Group, Ernest and Jack Glendinning purchased 14.31 acres of land - the limestone quarry at Linhay Hill, Ashburton in Devon. Within the first year, 35,000 tons of ground limestone were produced, sold and spread on South West farms - an early sign of the successes that were to follow.

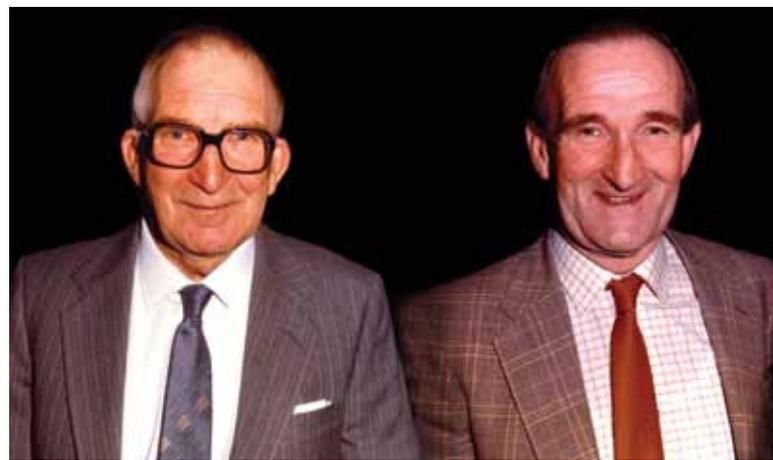
Hard work and determination combined with a pioneering team spirit were the foundation stones of the Glendinning brothers' approach to business. On many occasions in the early years they would work around the clock, without a second thought, to ensure they could deliver.

The brothers also recognised that the expansion of any quarrying company is limited by the extent of its reserves of mineral-bearing land and so they made some shrewd opportune purchases of adjoining land, and indeed, of complementary businesses, in order to secure the business' future.

During its 50 year existence, the company has acquired a marble quarry, a transport company, two concrete-product manufacturing companies and a chalk quarry which all now operate under the Glendinning Limited brand.

## A 'FAMILY' BUSINESS

Not only is Glendinning a family business in the sense that it remains owned by one family and family members still work for the firm, it also has



an enviable track record in providing employment for generations of the same local family.

One such family is that of Vehicle Maintenance Manager, Tony Harvey. Tony has worked for the company since 1973. His brothers Mike Harvey and David Harvey have also been working for the firm for over 25 years each. His brother-in-law, Nick Atwill is an HGV driver and Safed Trainer. Nephew Shaun works in the quarry as a plant operator and the latest recruit Tom Atwill is an Apprentice.

Tony puts his family's long service record down to the fact that the Glendinning family members themselves were very involved in the firm and "would never ask you to do something they weren't prepared to do themselves". He went on to say that his family "can't speak highly enough" of the company - which is probably why they have all stayed for so many years.

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*built on solid principles*

## **ENVIRONMENTAL POLICY STATEMENT**

E&JW Glendinning Ltd is an independent operator of quarries in Devon and Cornwall. This Policy encompasses all activities including quarrying, the manufacture of ready mixed concrete and numerous pre-cast concrete products, manufacture of asphalts, road-surfacing and civil engineering contracting and all associated vehicle and plant maintenance.

The Company fully recognises the impact its activities has upon the environment and is committed to minimising adverse effects wherever practicable, preventing pollution and striving to continually improve its environmental performance.

The Directors of the Company are responsible for ensuring that the appropriate resources and commitment are provided to support this policy. The Company will seek to achieve our commitment to responsible environmental management by:

- Ensuring compliance with all legal requirements, regulations and standards applicable to its operations; Carrying out operations in a manner that minimises adverse effects upon the environment and the local community;
- Continually monitoring and reviewing environmental performance through the effective operation of an environmental management system, in compliance with ISO 14001;
- Making the best possible use of the mineral resource and maximising the opportunities for reuse and recycling;
- Promoting the most efficient use of energy and fuels;
- Ensuring effective waste management procedures are used to minimise waste and promote reuse or recycling;
- Promoting, through training and other initiatives, environmental awareness, understanding and individual responsibility amongst staff, in order to ensure that their working activities are carried out in line with this policy;
- Working with contractors, subcontractors and major suppliers to ensure that they are aware of our obligations.

B J Wilson | Managing Director



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## **HEALTH & SAFETY POLICY STATEMENT**

The Board of Directors believe that the Health & Safety of all employees, contractors, customers and members of the public is of prime importance and is fundamental to business success.

All employees must comply with this policy and its arrangements which set out employees' responsibilities. It is essential that we all take personal responsibility for health and safety and that a "safety first" culture is encouraged amongst employees.

This policy can only be successful with the active co-operation of all management, employees, contractors, customers and visitors, who have a duty to offer all necessary assistance to ensure the Health & Safety of themselves and others.

The Board of Directors will provide and maintain a working environment that is safe and without risk to health by paying particular attention to:

- Compliance with all legal requirements, regulations and standards applicable to its operations
- The provision and maintenance of plant, equipment and systems of work that are safe and without risk to any person
- Sufficient information, instruction, training supervision and welfare facilities to enable all employees to avoid hazards and contribute positively to their Health & Safety at work. Sufficient information, instruction and supervision will also be provided to avoid injury to any other persons likely to be affected
- Safe arrangements for the handling, storage and transportation of articles and substances
- Safe access to and egress from places of work
- Consultation with employees via specific health & safety committees and works councils
- Safety leadership demonstrated by managers at all levels.

In order to ensure the implementation of this policy the Board of Directors have appointed Mr Barry Wilson as the Director Responsible for Health & Safety.

Arrangements and Responsibilities for Health & Safety are laid out in the Health & Safety Management System.

B J Wilson | Managing Director