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Release Date:	18 November 2025	Approved By:	Andrew Ward
Review Due:	18 November 2026	Signature:	
Reference Standards:	ISO 9001:2015 - Quality Management Systems		

Policy Statement

The Window Repair Company recognises the importance of integrating our business values and operations to meet the needs and expectations of interested parties, including but not limited to clients, employees, sub - contractors, suppliers, the community, and the environment.

As a responsible glazing and window repair contractor, we are committed to acting as a good corporate citizen in all our undertakings and to meeting all applicable compliance obligations.

The policies and procedures endorsed and implemented by The Window Repair Company - including those relating to social responsibility, environmental performance, health & safety, employment, and ethical conduct - are communicated to all staff. These are reviewed annually at management review meetings to ensure compliance with relevant legislation and to maintain, refine, and improve our procedures.

The three key areas of our Corporate Social Responsibility agenda are:

- Human Rights, Employment, and Ethics.
- Environment (local & global).
- Health & Safety

Human Rights

The Window Repair Company respects the human rights of all employees, our supply chain, and any other interested parties who may be affected by our operations. As a minimum, we ensure that:

- We do not employ any child, forced, or bonded labour, nor engage with organisations that do.
- We do not tolerate any form of harassment, coercion, bullying, or abuse. Any breach of this policy will result in appropriate action.
- We protect the confidentiality of personal and sensitive information held by the company.
- Employees have access to a fair and non - discriminatory grievance procedure.
- Equal opportunities are applied to employment, training, and promotion, regardless of race, ethnicity, religion or belief, gender, sexual orientation, disability, age, marital or parental

The Window Repair Company - Internal This document is uncontrolled when printed	Reference:	POL-014	Version:	1.0
	Created By:	Adele Morrough	Page No:	1 of 4

status, or trade union membership.

- We promote a workplace free from intimidation, hostility, and discrimination.

Employment

The Window Repair Company believes that long - term success is supported by retaining skilled and motivated staff. We aim to create a positive work environment which enables employees to achieve their full potential by:

- Providing employment opportunities locally and supporting long - term prospects within the industry.
- Recognising individual potential and providing relevant training and development in window repair, glazing, and maintenance.
- Offering appropriate employee benefits to support job satisfaction and retention.
- Respecting employees’ rights to join a trade union.
- Supporting staff with their learning and development goals, including study time or course fees where appropriate.
- Ensuring all employee data is managed in line with data protection legislation.

Ethics

The Window Repair Company conducts business with honesty, integrity, and professionalism. We avoid any behaviour that could mislead or deceive others. We ensure that:

- We have measures in place to prevent bribery, corruption, or unethical conduct.
- Junior staff are protected from being pressured or influenced into improper practices and may report concerns without fear of reprisal.
- We fully cooperate with auditors and regulatory bodies, providing information as required.
- All tender, quotation, and enquiry information is fair, accurate, and unbiased.
- No gifts or donations—whether monetary or otherwise—are accepted unless they are part of normal business hospitality or have been approved by management.

Environment

The Window Repair Company recognises its responsibility to minimise the environmental impact of its activities, including window repairs, glazing works, seal replacement, hardware repairs, and emergency call - outs. Our commitments include:

- Following relevant environmental legislation and adopting recognised best practices.
- Using efficient equipment and sustainable methods wherever possible.
- Conducting work area assessments prior to starting to mitigate any environmental impact.
- Maintaining long - term relationships with responsible suppliers who share our environmental values.
- Encouraging a “Reduce, Re - use, Recycle” approach within the organisation and providing staff with environmental awareness training.
- Ensuring that glass, hardware, UPVC materials, and other waste are handled by licensed waste carriers.

The Window Repair Company - Internal This document is uncontrolled when printed	Reference:	POL-014	Version:	1.0
	Created By:	Adele Morrough	Page No:	2 of 4

- Exploring repair - based solutions where possible to reduce unnecessary material disposal, reflecting our company ethos of repairing over replacing.

Health & Safety

Due to the nature of our work - handling glass, working at height, and attending on - site call - outs - The Window Repair Company recognises the need for robust health & safety controls. We therefore commit to:

- Maintaining safe systems of work and reviewing them regularly to reflect legislation and industry developments.
- Conducting hazard identification and risk assessments by competent personnel prior to any works commencing.
- Ensuring employees and subcontractors understand and sign off on relevant method statements, risk assessments, and safety data sheets before undertaking tasks.
- Delivering ongoing health & safety training to ensure staff can undertake their duties safely and in accordance with their duty of care.
- Reviewing our procedures and performance regularly to ensure continuous improvement.

ESG and Continuous Improvement

The Window Repair Company acknowledges the importance of commitment at all levels of the organisation to our Environmental, Social, and Governance (ESG) principles. Senior management, employees, subcontractors, and suppliers all contribute to meeting the aims of our CSR and ESG policies.

Key Performance Indicators (KPIs) relating to CSR and ESG matters are monitored throughout the year by nominated personnel, with a full annual review undertaken by the Director. The Management of The Window Repair Company holds overall responsibility for Corporate Social Responsibility and ESG matters.

This Policy is communicated to all employees, suppliers and sub - contractors and is made available to interested parties.

The Window Repair Company - Internal This document is uncontrolled when printed	Reference:	POL-014	Version:	1.0
	Created By:	Adele Morrough	Page No:	3 of 4

Related Documents

The document below relates to this policy and its requirements.

Reference	Title / Description	Document Location
1	PROCED28 IMS Manual	Company Drive

Version Control

Policy documents shall be reviewed by the author every 12 months.

Version	Release Date	Details of Change(s)	Author	Reviewed By
1.0	18 Nov 2025	Original Version	Adele Morrough	Andrew Ward