



Origin

Corporate Responsibility Report

2014

our experts...



"We are committed to operating in an honourable and respectable manner that is respectful to the legal obligations of a business, but we are also very much aware of Origin's impact on economic, social and environmental issues, and the Corporate Responsibility that comes with these."

Neil Ginger, CEO



"We have invested significantly in the business to not only streamline, but also improve operations, making them more efficient, less labour intensive and more accurate. From online quoting and ordering systems to machinery offering outstanding precision, we are continually looking at every aspect of the business to help improve our performance and in turn, our offering."

Victoria Brocklesby, COO



"Origin are a sophisticated, respected business in the industry as well as the community. We are fortunate to have the backing, experience and dedication from our employees required to grow and succeed. We take pride in this, and as well as using our position to help create a positive impact in the community, we also actively encourage our employees to do so."

Andrew Halsall, Managing Director



"From a marketing perspective, it is vital to communicate our morals in our literature and marketing materials. We've found that one hugely effective way of doing this is to encourage more and more online activity. Not only does this save on printing costs, but also offers a much more detailed feedback system as well as improved traceability."

Ben Brocklesby, Sales & Marketing Director



"Since launching in Dubai, from day one, we have tried to implement the same ethics and morals that the established UK business has. It has been a great opportunity to diversify, localise our product and learn from others whilst keeping our fundamental values at the core."

Guy Dawson, General Manager (Dubai)



"Sourcing with integrity is something that we are very passionate about. In addition to this, we are constantly looking at our manufacturing process and striving to investigate into new ways of making it more efficient and sustainable."

Oliver Ginger, Factory Manager

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message from CEO:

our philosophy...

Since the company was established in 2002, we have always had an active interest in working with the community to try and make it a better place to live, work and enjoy. As the company has grown, we have been able to exert more and more influence in this area, helping make a larger impact, and hopefully, as the business continues to develop, this is a trend that will only increase.

Origin are a family business, and our values are at the very forefront of how we do, and deliver, our business. Despite the growth we have endured, the family ethos still firmly remains in place.

We believe that by consistently innovating, learning and with an ongoing commitment, to monitor and review our overall impact, we shall have a greater impact on the Triple Bottom Line - People, Planet, Profit.

2014 and beyond

We have set ourselves some very ambitious targets for the forthcoming years to improve our sustainability and interaction with the community and society. As time goes on and the business changes, implementing our philosophy through our operations and decisions will always be of paramount importance to us.

We feel that achieving these goals will help us further develop our position as a caring, responsible business in the community.

At Origin, we try not to just operate in an industry, market or even country, we try to operate looking at the bigger picture, and we're always trying to find new ways of making it a better place.

N. Ginger

Neil Ginger



Origin Timeline

2002



Origin was established by cousins, Neil Ginger & Victoria Brocklesby

2004



Origin moved to its first fully equipped factory

2006



Origin expanded its premises to increase manufacturing capacity

2008



2010 was the first year we manufactured 10,000 doors in a calendar year

2010



Origin set up a sales office in UAE to increase exports

2012



Origin's first TV campaign was launched in January 2012

2014



Official launch of Origin in North America, with full manufacturing capabilities

2016

people & the community...

for the overall health and welfare of staff, stakeholders, community and society



"Our staff are our greatest asset, and we consistently drive for everyone to be happy, engaged and rewarded."

Andrew Halsall, Managing Director



background...

When Origin first established, there were 3 people supporting the business. As Origin has grown, this number has consistently yet rapidly increased to 153, and this number is growing on a monthly basis as expansion continues.

The 153 employees now operate out of 3 main hubs; UK, UAE and USA.

welcome to the family...

Out of the 153 employees, over 85% of these have relatives or partners also working for Origin, which has helped create a strong, committed workforce.

With employees having a vested interest in the business, it creates a united team who are all aiming and working towards the same common goal.

Origin not only differentiate themselves through superior product quality, but are proud of the first class customer service provided.

Support, encouragement and care are all vital in providing this, so having the family ties helps bolster this competitive edge.

"Having a lot of family members working for the same company creates a strong, intangible togetherness, which in turn has become invaluable."

Neil Ginger, CEO

non-discriminative recruitment policy...

Origin aspire to be the best manufacturing company in the world, and will only look to employ people who share the same aspirations.

Origin operate a non-discriminative recruitment policy for equal opportunities. As long as the attitude and drive is there, the likes of a prospective employee's religion, sex, ethnicity, disability amongst others is of no importance.

The current workforce is made up with people from 20 different nationalities, with numerous different belief systems.

As a company, we believe that having a diverse workforce is instrumental in bringing in fresh ideas and providing an insight into a new and potentially better way of doing things.

career progression...

We understand the difficulty of getting young people into work, so have introduced work experience programmes and apprenticeship schemes.

We are committed to:

- Improving our engagement with local schools through increasing our work experience programme capacity.
- Introducing a Trainee Programme run by Buckinghamshire County Council to help younger people get some hands on experience in a work place.
- Implementing an apprenticeship programme which will help give younger people exposure to different areas of a business. Our goal is to employ 4 apprentices in 2014.

getting involved...

We provide a motivational, fulfilling and safe environment for our people to thrive in. We believe that our staff should be as highly trained as possible, and so one of our targets is to continue expanding our skillset by offering ongoing training for staff.

social investment in the community...

As part of our commitment to our staff, we encourage them to volunteer and get involved with local community projects.

- We offer 2 paid days for staff to swap coming in to work in exchange for enriching the community through volunteering or fundraising.
- Nearly 100 hours were volunteered in the first quarter of 2014, and this number is growing weekly.
- Employees raised in excess of £5,000 in the first quarter for various national charities including Cancer Research UK and Sport Relief, as well as local charities including local dog rescue centres, care homes and hospices.

As the 2 days scheme is relatively new, this will be promoted throughout 2014 to further increase community engagement with our staff.

"It's very rewarding getting involved with local schools - I am proud to be able to make a contribution and pass on some of the experiences throughout my life. Hopefully the children will remember some elements of my speeches to help them in their future."

John Kellard, Procurement & Compliance Director



recent & ongoing projects:

- We have donated numerous sets of our doors to various charities in the UK.
- We are working local hospices in conjunction with architects to see how our doors could add value to their premises or reduce their operating costs.
- Any fundraising that a staff member has raised has been matched by Origin.

the community...

The community in which we live and work is very important to us, and as a growing business which hires local people, we understand that a thriving local community will improve the lives of everyone.

That's why we are proud members of 4C Bucks. They help us identify local community projects that have a requirement for expertise and enthusiasm, and help match our passion to projects.

We are always looking to partner companies and organisations, which when working together, will benefit the community or other local businesses and consequently, the economy.



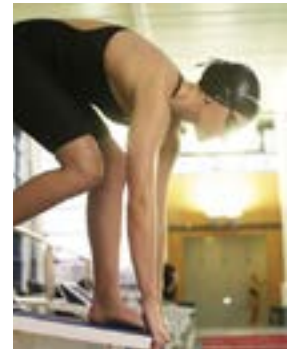
Origin athletes...

We take pride in our support of local athletes, helping them progress further in their sporting careers.

Francesca Halsall

Fran is one of the most up and coming swimmers this country has seen for years. She has a proven track record, and has competed at the top level in the World Championships, the Commonwealth Games and the Olympics 2012.

Fran joined the Origin Athlete team in 2013, and has since had her doors installed.



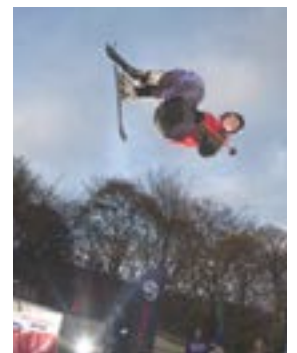
Nick Lofthouse

Nick is one of the most ambitious and talented golfers out there. At just 14 years old, he was the youngest person to represent his country. Nick has been working with Origin since 2013.



Joe Hides

Joe is a young, passionate skier who has been competing in top competitions since 2008. He specialises in freestyle skiing, and is a valuable asset to Origin's Athlete team.



our customers...

At Origin, we pride ourselves on the service we provide to our customers, and feel as though it's a differentiating factor that puts us heads and shoulders above the rest. Our UK based customer service team offer a personal account management service which is friendly, professional and efficient.

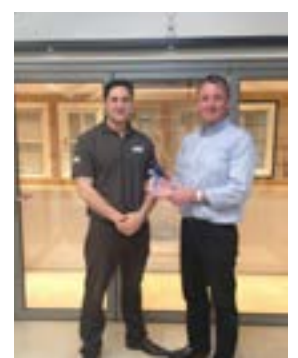
In addition to this, other benefits to our trade partners include:

- Ongoing product and installation training.



- Marketing assistance including van designs, exhibition costs and design, advertising as well as providing an abundance of selling tools and literature.
- Annual trade awards for customers excelling in different departments.
- Unparalleled technical assistance and advice from initial planning through to the installation and post-sales.
- As well as having a premium quality product which their customers love.

We always invite our customers to offer their feedback to enable us to continually change and improve. This will help us overcome any problems faced in a constructive manner.



supplier engagement...

Origin work closely with suppliers on an ongoing basis to ensure that standards are maintained. We also work together to identify areas of improvement, whether it be to improve the sustainability of products or operations or optimising the communication process.

We send out a quarterly newsletter to inform suppliers of what is going on (and not just the department they deal with). This helps everyone be more informed and unified.

sourcing with integrity...

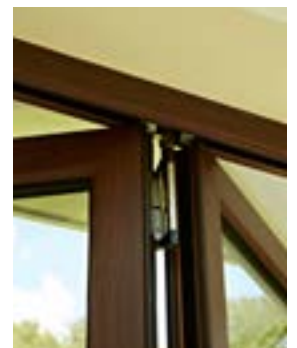
Our belief is that by sharing innovative ideas, technologies and practices, we will be able to make processes and sourcing more sustainable or ecologically sound.

However, in order to become a supplier of Origin, companies must first face a rigorous test which looks at the appropriate accreditations and certifications to ensure the quality of supply and that the company is a good match.

In order to identify and assess potential suppliers, there are five main sectors that allow us to assess suitability. These are:

- Quality systems and procedures - looking at efficiency of operations and whether there are ISO 9001 accreditations in place or equivalent.
- Process controls - ideally, Origin select suppliers if they have significant control, testing and analysis procedures in place which are specific to Origin.
- Continuous improvement - having a formalised improvement plan which provides evidence of actions specific to Origin supplied products based on our feedback.
- Environmental systems - we like to understand what our suppliers are doing to limit their effect on the environment, which is why we look for companies who are registered to ISO 14001 or equivalent.
- Safety management systems - At Origin, we take pride in taking care of our employees by making sure that there are significant health and safety procedures in place, and we take satisfaction knowing that our suppliers do the same. That's why we look for BS8800, OHSAS 18001 or equivalent.

Each sector is then marked out of ten, and this identifies if the supplier is a suitable match or pin points areas of improvement.



suppliers reputation...

Sourcing responsibly is not the responsibility of one department, and is instead, the responsibility of the company as a whole, meaning that all suppliers across different divisions have to go through the assessment.

as a result...

All printed marketing materials are supplied by a company that is:



GB11785



GB10837



The mark of
responsible forestry

Member of



www.twosides.info

Carbon neutral
with a further
active carbon
reduction policy

All of our aluminium sourced is from companies who are:



Our IT providers are:



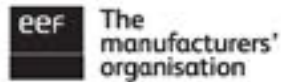
working together for a better tomorrow....

Over the next year, Origin will work closely with suppliers to identify ways to limit and reduce emissions created. Key areas to look at will be logistics, processes and operations.



our accreditations & memberships...

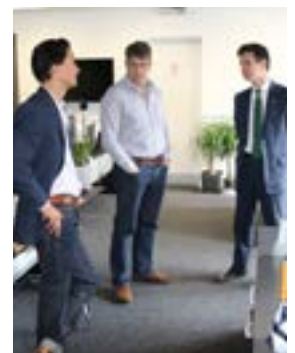
At Origin, we believe that having a strong sustainable goal and picking only ethical suppliers will only make a difference if the company has the backing to do so and that everyone is working towards the same goal. Since establishing in 2002, we have become members of several organisations and become accredited by various bodies to demonstrate our commitment to the cause; including:



awards...

We are a strong believer in awards, as they celebrate best business practice both regionally and nationally. It is a great place to meet new people, learn about their business and see if there is anything that can be mutually learnt to innovate and move forward.

As such, below are just some of the awards we participate in.



governmental & political interaction...

As of quarter 2014, Origin have begun working with Buckinghamshire County Council to get involved with offering apprenticeship schemes to give young people exposure of working in different departments of a successful business.

We have set ourselves the target of taking on 4 apprenticeship places in the next 12 months.

Whilst at The Manufacturing Awards 2014, High Wycombe MP, Steve Baker was there, who was hugely impressed with the scale of operations and Origin and its ethos. So much so, that he was later treated to a factory tour with our Sales & Marketing Director, Benjamin Brocklesby.

View highlights of the tour at www.origin-global.com/stevebaker

planet & the environment...

for the overall health and welfare of the environment, and understanding how to minimise our long-term effects through sustainable operations



"It is our ongoing commitment to continuously explore all avenues to help minimise our impact on the environment."

John Kellard, Procurement & Compliance Director

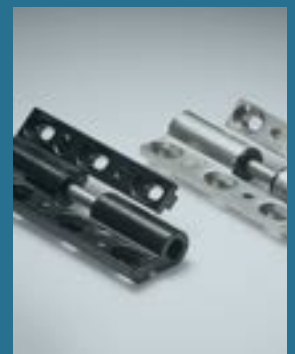
environmental sustainability...

As we grow, our intention is to exert more and more influence in becoming a sustainable business. We do this by actively looking at every department, operation and process, understanding the impact of our operations and identifying ways of how it can become more efficient and eco-friendly. It is a policy that will be monitored constantly, but the report will be revisited annually.

We use all of the available assets including staff members, research and development teams, technology and suppliers to help us make this a reality.

our products aluminium...

According to Novis Recycling, aluminium can be recycled indefinitely, and that an astonishing 75% of all aluminium sourced in the 1880's is still in use today. It is by far the most recycled material in manufacturing, and is known for its strength and durability. All Origin Bi-fold Doors, Windows and Blinds cassette enclosures are made from **100% recycled aluminium**.



other benefits of using aluminium include:

- Aluminium combines strength and robustness with a light weight structure, meaning that it is extremely strong and weighs 67% less than the weight of steel.
- The strength of aluminium enables us to manufacture products with incomparable narrow sight lines, so it is visually stunning yet incredibly well-built and durable.
- Aluminium is versatile and strong enough to easily make complex layouts including moving corner posts and bay set ups, so it doesn't limit architects with ambitious designs.
- Flawless sustainability without compromising on quality.

All points mentioned make aluminium the optimum material for bi-folding doors and windows.

zinc

The majority of hardware used is made from zinc, including the gaskets and hinges. The reason zinc has been selected is because of its security and protection against the elements.

The amount of zinc being used that has been recycling currently lies around 25%, though this number is growing consistently. In addition to this, our suppliers are working effortlessly using technical advancements and tooling improvements to increase their efficiency.

seals

Q-Lon seals are the best weather-stripping seals for doors and windows that money can buy. The seals, together with Origin's thermal breaks, make the doors incredibly energy and thermally efficient. Schlegel estimates that half of CO2 emissions arise from buildings, so the Q-Lon seals are designed to keep out the elements, helping homeowners use less energy, and as a result, reduce their carbon footprint.

packaging...

The packaging that Origin use is made from fully recyclable polyethylene. We strive hard to strike a winning balance between providing suitable protection for the doors in transit without overusing, thus making it ineffective.

We are currently working closely with our suppliers to research and explore any alternative and sustainable packaging options.

product return & recycling...

Origin products are designed for longevity, are guaranteed for a full 20 years, yet are expected to perform flawlessly for many more years to come.

Having said that, we are beginning to implement a recycling service whereby we will accept and ethically recycle customer's previously installed aluminium doors (Origin or otherwise). This service is currently offered in the UK, but will be rolled out to the US and UAE in the near future.

our recycling efforts...

Recycling is something that we, at Origin, take very seriously. Although we don't generally generate large amounts of waste, our initial aim is to reduce the amount going to landfill. However, for whatever waste is produced, our next best options are: reusing and recycling.

we reduce through:

- With the use of technology, we can procure goods more effectively, ordering only what is needed, and minimising packaging, delivery costs etc.
- Sourcing high quality components, not only to offer a better customer service, but also to eradicate the old 'buy cheap, buy twice' saying.
- Moving more and more systems online to reduce on print and its associated costs.



we reuse by:

- Using any waste paper as scrap paper/ note paper.
- Our water cooler bottles are returned to suppliers plant to be cleaned and refilled.
- Using cardboard boxes and previous packaging boxes as storage.



recycling...

We make recycling as easy as possible for our employees by installing clearly marked bins in numerous areas of the Buckinghamshire facility. And a result, 90% of our waste paper and cardboard was recycled last year. Our goal and intention is that this year, to increase this number to at least 95%.

Any hazardous waste including powder coated paints is all disposed of through the correct means.



buildings & energy...

Our intention for the forthcoming year is to reduce our carbon and energy bills by 20%.

We plan on doing this by:

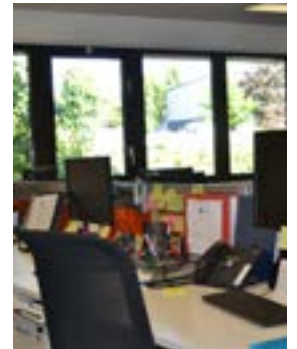
- Changing all lighting to eco efficient LEDs.
- Implementing a 'switch off' policy for all electrical equipment including machinery, computers and printers throughout the business.
- Investing in low flush toilet systems to minimise water usage.
- Installing water saving shower heads in the work facilities.
- Only using the dishwasher when it is full.
- Ensuring that machinery or electronics are all in working order, including electrical testing to make sure they are not drawing too much power, especially looking at Energy Star labels.
- All wood is recycled into heat for the factory.
- Look into more thorough insulation for the factory.
- Install Origin Windows in the offices for optimum thermal efficiency, reducing any drafts and keeping the room warm when it's cold and cool when it's hot.
- Exploring alternative and renewable energy sources in the manufacturing process and office facilities.

Our goal will only be achieved by the ongoing monitoring of emissions and benchmarking our progress as we go. This will help us see what we can do to improve our CR performance as well as our competitive edge. At each stage, we will ensure to use the information and technologies available to us to identify more efficient and sustainable ways of operating.

Our vision is a long-term commitment to every stakeholder that is affected by Origin.

In addition to this, we also intend on introducing the following initiatives:

- Replace all cleaning products with environmentally friendly alternatives.
- Planting trees and plants on the outside of our offices.
- Change buying habits, focusing more on recycled products including office paper and stationery.



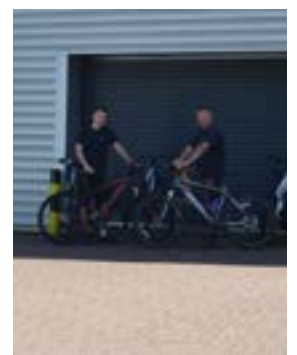
transport & logistics...

As well as cutting our energy bills by 20%, we also intend to reduce our transport costs by 20%. The way we intend to achieve this goal is through:

- Sending our drivers on driving efficiency and safety courses.
- Looking at the viability of investing in more fuel efficient vehicles which emit fewer emissions.
- Ensuring that all vehicles are maintained fully for optimum fuel economy.
- Undertaking regular checks to make sure tyre pressure is correct.
- Improved routing of drivers, making sure drivers are taking the best route for deliveries and are not going back on themselves for the next job.
- Ongoing review of logistics and communicating with customers in attempt to reduce the amount journeys required.

In addition to this, we also:

- Encourage our suppliers to use more CO2 efficient delivery vehicles.
- Offer a 'cycle to work' incentive for employees, where we subsidise the cost of a bicycle.
- If cycling would be too far, Origin encourage employees coming from similar areas to car share.



profit & the economy...

for the overall health and welfare of Origin, its profitability as well as the local and national economy



"Growing as a business is mutually beneficial to Origin and the economy. The more we succeed, the more we invest."

Ben Brocklesby, Sales & Marketing Director

Origin in the economy...

Profit is the third yet equally important part of our Corporate Responsibility.

As much as we are an ambitious company with plans to succeed and expand, we recognise that helping businesses and therefore the economy develop is a fundamental predecessor in helping make this become a reality.

We contribute to the economy through employing 153 and their salary, which not only helps keep the unemployment rate down, but means they are more confident in investing in the economy whether it be through extending a home, buying a new one or just enjoying themselves.

Our economic impact can be measured through the growth and profit we make, nationally and internationally, as well as through our investments.



major investments include:

- TV advertising in the form of sponsoring Dream Homes on the Home channel.
- Ongoing research and development to improve the design, quality, functionality of our products.
- Ongoing research and development into new markets, and as such, Origin launched their new range of flush casement aluminium windows in June 2014.
- Continuing to grow the export market, after now officially setting up and launching in USA and UAE.
- Expanding premises 4 times in the UK to increase capacity and keep up with demand.

We strive to earn as much profit as possible, but we also relish in the fact that our products help enrich people's lives by letting them fulfil the potential of their home.

Our doors can increase the value of a home by up to 15% to help the housing market progress and advance. This figure will only increase through the installation of our new windows range.



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