



**RESPONSIBLE  
BUSINESS**

*Indoor Climate Group*



# Introduction

The destiny for Indoor Climate Group is to be the most customer-focussed, knowledgeable and innovative hydronic solutions company in the world.

We are committed to understanding our customers' needs and delivering fresh ideas based on experience and knowledge in a reliable way and at competitive prices.

We believe that being a responsible company is crucial to building a sustainable business that will not compromise the environment for future generations.

This folder describes our responsible business policies to our customers, suppliers and internally within our own organisation.

We care about the environment, energy efficiency, health and safety and we want to act in an ethical manner to carry out our business in a legally compliant way. These are the priorities that create good relations and provide a sustainable society for us all.

**Sean Toomes**

PRESIDENT



RELIABLE

KNOWLEDGEABLE

FRESH

ENGAGING

## Five important priorities

Our mission is to deliver an indoor climate that performs to its optimum design requirements, that is energy efficient and cost effective.

It stands to reason that people should feel comfortable in their home or workplace. Our responsible business policies take this mission forwards and we make continuous efforts to promote a sustainable society with future generations in mind.

Our policies cover five important priorities that already affect all those involved in our business operations and society at large.

### ENVIRONMENT

#### Minimal environmental impact.

Indoor Climate Group makes a significant contribution to reduce the environmental impact of its operations. Everyone within our organisation is trained with the company's environmental programme in mind.

We choose materials and manufacturing methods that have the least possible impact on the environment right from the design phase. We supply products which are not harmful to the environment and which can be recycled at the end of their useful life. We ensure that our own manufacturing and production processes do not emit any materials into watercourses, and we strive to maintain low levels of CO<sub>2</sub> emissions.



### HEALTH AND SAFETY

#### A safe and attractive workplace

At Indoor Climate Group we take preventative action in order to reduce risks to health and safety. We will not compromise on our health and safety standards for our people.

Indoor Climate Group provides a workplace that does not jeopardise the health and safety of its staff or visitors. We provide training and information on these issues and continuously ensure that any incident is immediately followed up and recorded. We work proactively to encourage association with control and rehabilitation programmes in such instances.



## ENERGY EFFICIENCY

### We minimise energy consumption

We help our customers to be energy efficient, and we ensure that we are energy efficient ourselves.

Indoor Climate Group has a long tradition of steadily reducing energy use at the company's factories in proportion to its sales. This produces positive effects for both the economy and the environment.

We continuously look to both the long and short term for business opportunities to develop new products that contribute to improved energy management.

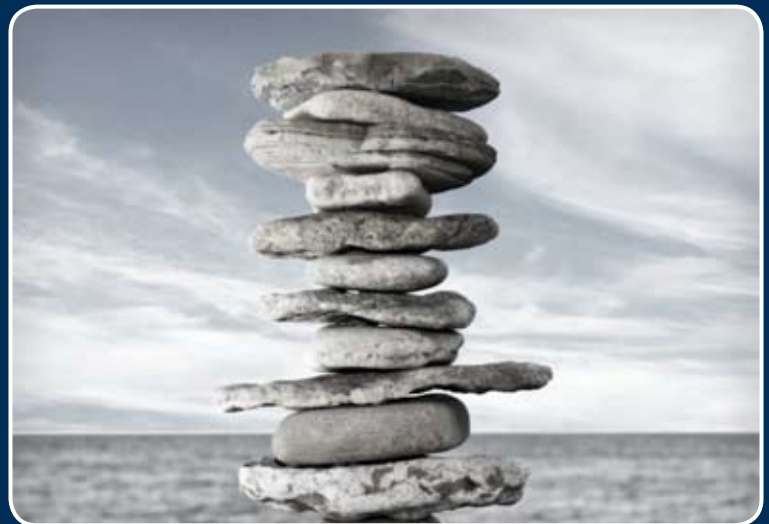
## ETHICS AND LEGAL COMPLIANCE

### Ethical business as a matter of course

It goes without saying that legislative and contract requirements are respected and fulfilled at Indoor Climate Group. We demand the highest ethical standards from ourselves, our partners and suppliers.

We ensure that we do business with others in the same way that we would like business to be done with us.

We instil trust in our customers, suppliers and delivery partners by ensuring that changes are anticipated at an early stage and that we maintain open lines of communication at all stages of a contract.



## SUSTAINABLE DEVELOPMENT

### Expertise provides our customers and ourselves with added value

By continuously developing our expertise we strive to be number one in all areas of our business sector, from product development, manufacturing, design consultancy, training and technical support for our customers.

We invest in the development of our people to enhance their performance and capability. We have a comprehensive internal and external training programme. We organise training through seminars and workshops for customers, suppliers and staff.



## We care

We respect all our stakeholders, the environment and communities in which we operate.

Our view is that a successful operation rests on an understanding of the customer's requirements. We rely on our staff having the expertise to take a professional approach in order to establish a responsible business relationship with our customers, suppliers and each other.

Through this policy we aim to demonstrate the importance of simple daily decisions, which can influence wider issues.

To create a sustainable society for the long term we must operate with the broader view in mind, both practically and socially.

We care about the environment, demonstrating business morality and our expertise. We respect cultural differences, human rights and welfare.

Here we present some examples of the ways these policies affect you.

## For the Customer of Indoor Climate Group

*We support our customers' corporate social responsibility commitment by conducting business with honesty and integrity and contributing to reduce the environmental impact of our activities.*

- Using recyclable raw materials
- Producing risk assessed products for safety and legislative compliance
- Achieving cost efficiency through delivering energy efficient solutions
- Developing professional business relationships
- Operating a responsible human resources policy

## For the Supplier of Indoor Climate Group

*We work closely with our suppliers to continuously improve and develop our products and services. We expect our suppliers to make every effort to operate in line with our responsible business policies.*

- Choose materials and components that minimise environmental impact
- Select materials which can be recycled
- Optimise the flow of goods and transportation for profitability
- Conduct professional business relationships
- Comply with health and safety regulations

## For the Employee of Indoor Climate Group

*Our responsible business policies also mean that everyone actively contributes to help develop a safe and attractive workplace for us all. We aim to continuously develop our employees' competence and expertise through training.*

- Operate a zero tolerance approach to accidents and maintain safety as a key priority
- Proactively work on health and safety issues to improve staff comfort and welfare at work
- Minimise our impact on the local environments in which we operate
- Implement energy efficient measures to reduce costs and increase our profitability
- Develop technical expertise to gain the competitive advantage

*We maintain programs in each of the key areas highlighted in this folder. We fully endorse and align our policy with our parent company, IMI plc's, Responsible Business Policy, The IMI Way.*

*For further information about the Responsible Business Policy please visit, [www.imiplc.com](http://www.imiplc.com).*



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