



DQ
HEATING

DQ HEATING - SUSTAINABILITY REPORT

2021



“...IT IS CLEAR THAT WE ALL HAVE A RESPONSIBILITY TO MAKE CHANGES IMMEDIATELY. THE ABILITY TO IDENTIFY WHERE THESE CHANGES CAN BE MADE, AND TO BE ABLE TO IMPLEMENT AND ADAPT TO AN EVER-CHANGING WORLD, WILL ENSURE THAT OUR COMPANY CONTINUES TO GROW IN A SUSTAINABLE MANNER, BENEFITING EVERYONE.”

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INTRO



JODY LORAM - BUSINESS DEVELOPMENT MANAGER; STEWART DOBLE - MANAGING DIRECTOR (AND BARNEY THE DOG)

We are living in a world where we all need to make significant changes to the way we live our lives; convenience has become far more important than sustainability, and this needs to change. Whilst it has always been important for us to purchase our products from ethical sources, and we have always been conscious of the impact we all have on our planet, it is abundantly clear that we all need to do more. To do this, we need to take steps to measure our current impact and look continuously at ways to reduce this throughout the whole process, in both our operations and product procurement - from manufacture to delivery.

OUR BIGGEST IMPACT SO FAR

We have always bought our products from ethical sources and built strong, long-term relationships with our manufacturers; this ensures we have good quality products at reasonable prices. We do not constantly change our manufacturers/products to supply the cheapest available. We continuously look to make improvements to ensure our customers are getting the best products available.

We have made significant improvements to the packaging of our products, drastically reducing waste, whilst still ensuring we have adequate packaging which enables our goods to arrive safely and in the same condition that they leave us.

We have consolidated our transport as much as possible, utilising delivery methods to make sure that we do not have unused space and reducing waste.

Our powder coating plant at our factory in Thetford gives us the ability to offer a much larger product range using state of the art equipment, which not only reduces waste but reduces the need for products to be transported elsewhere.



WHY SUSTAINABILITY MATTERS

What are we looking to achieve over the next few years?

We will work on areas within the sustainability report where we can improve significantly without completely changing our current processes, whilst highlighting longer term projects which will require strategic planning. We acknowledge that there is lots of work ahead and this is only the start of our journey, but we are eager to make a difference as quickly as possible.

What sustainability means to the DQ Heating team?

Much of our team have young families, and the world we will be leaving for our children and grandchildren has never been more important to everyone - it is clear that we all have a responsibility to make changes immediately. The ability to identify where these changes can be made, and to be able to implement and adapt to an ever-changing world, will ensure that our company continues to grow in a sustainable manner, benefiting everyone.

We hope you enjoy reading our first report and we look forward to updating you with our progress in our 2023 report.

JODY LORAM - BUSINESS DEVELOPMENT MANAGER
STEWART DOUBLE - MANAGING DIRECTOR
(AND BARNEY THE DOG)

FACT

Customers use DQ Heating's heat calculator so they do not over buy products. DQ Heating's calculator is measured in BTUs or 'British Thermal Units'. This is the unit in which radiator efficiency is measured. Factors such as room dimensions, window size and wall material are used to calculate the required outputs of a radiator, in order to heat your room efficiently.



DQ HEATING'S SUSTAINABLE STORY SO FAR

In creating this report DQ Heating realised that they had already taken steps on their sustainable journey, here is our story so far:

- > DQ Heating brochures are made with a biodegradable laminate on the cover and the text inners are all standard recyclable PEFC certified paper.
- > Our downloadable brochure downloads increased by over 400% on 2020 figures.
- > 99% of returns are resprayed, reused, or recycled and are not sent to landfill.
- > Our heat shrink wrap is recyclable.
- > DQ Heating use Packsize for their boxing requirements. Smart packing has a positive impact on the environment by creating boxes that fit our products perfectly, therefore creating less waste.
- > Our powder coating machines recycle 85% of the water used.
- > DQ Heating employees care about the environment; one of the biggest impacts they can make is to look at how they get to work: 42% of our staff walk, scoot or car share to get to work.
- > 20% of our staff are First Aid/Fire Marshall Trained.
- > DQ Heating is committing to a hybrid approach to meetings to save on some of our travel emissions. Figure to be reported in 2023 report.
- > In 2022 DQ Heating is launching an online customer portal – two of the benefits we hope to report on in due course is significant paper usage reduction and reduction of errors in ordering. Update to be given in 2023 report.



DQ HEATING'S SUSTAINABLE GOALS IN 2023

DQ Heating have started to map out goals for this year, up to 2030. We expect these to evolve year on year and we will endeavour to keep you updated on progress annually.

Product

- > Increase sales of recycled content radiators by 100%

Office

- > Replace all remaining lights with LEDs
- > Replace hand towel dispenses to hand dryers

Community/Charity

- > DQ Heating will pick a charity of the year and conduct a fundraising activity

Environment/Waste

- > Reduce waste by 20%
- > Reduce paper usage by 20%
- > Reduce the number of printed brochures by 10%
- > Increase downloadable brochures by 100%
- > All packaging and samples to identify if recyclable to end user

DQ HEATING'S POWDER COATING

Our powder coating process uses the most energy efficient products of their kind on the market today, they are environmentally friendly, and no solvents are used.

The Gema Powder gun uses state of the art technology, with many benefits to the environment and paint application.

"The very nature of powder coating is what makes it a more sustainable alternative. Dry powder utilises finely ground particles that are electro-statically charged and sprayed onto surfaces, meaning no solvents.

Conventional liquid spray paints are highly flammable and full of solvents, which contain high quantities of volatile organic compounds (or VOCs) which produce emissions that are damaging to the environment and can be harmful to human health. Because no solvents are present, powder coating is an environmentally friendly and cost effective alternative to traditional liquid paints."

C AND O COATINGS

PACKSIZE

Creates Demand Packaging® solution successfully replaces the traditional store-and-retrieve box model from their customers' supply chains as well as the corresponding complexity, time, waste, and unnecessary material and shipping costs. Right-sizing requires less corrugated fiberboard, removes or reduces the need for void filler, improves less-than-full-case average cube utilization, and reduces the overall carbon footprint.

For every 1 million square metre of corrugated cardboard used, Packsize customers typically save:

- > 40% Box size reduction
- > 60% Less void fill used
- > 26% Reduction in corrugated
- > 25 tons CO2 reduced globally

The Demand Packaging machines with proprietary corrugated z-Fold® made from responsibly managed, renewable resources.

UN SUSTAINABLE DEVELOPMENT GOALS (SDGS)

DQ Heating are aligning their goals with the following UN SDGs.



- > SDG 3 Good health and well-being
- > SDG 8 Decent work and economic growth
- > SDG 9 Industry, innovation, and infrastructure
- > SDG 11 Sustainable cities and communities
- > SDG 12 Responsible consumption and production
- > SDG 13 Climate action

SUSTAINABILITY ROAD MAP TO 2030

DQ Heating understands this is a long-term plan and not all changes can be made quickly, which is why we have started to plan for 2030.

Product

- > Source Aluminum and recycled Aluminum products so they equate to 50% of the sales by 2030

Office

- > Transition to renewable energy
- > Electrify all cars in the fleet

Environment/Waste

- > Zero waste to landfill
- > Be a paper free company
- > To have all plastic and polythene packaging containing at least 50% recycled content

FACT

Our carbon emissions in 2021 created by company cars, vans and sales staff who use their own vehicles was 80.52 CO₂e*. In this specific area, we hope to be carbon neutral by 2030 with our company owned cars and vans.

(*CALCULATED USING CARBON FOOTPRINT CALCULATOR)

DQ HEATING'S MEMBERSHIPS



DQ Heating are a member of MARCUK – The Manufacturers' Association of Radiators and Convectors. This is an organisation established to give a particular voice to the radiator and convector industry, focussing on the specific needs of, and issues faced by manufacturers and distributors of radiators with factories in the UK and/or Europe.

DQ Heating provide MARCUK with evidence that our products meet the current Construction Product Regulations and so they have a valid test report for each radiator family they sell.

It is the Law that radiators and convectors installed in heating systems in UK buildings conform to the European Standard BS-EN442. Products that conform will have a CE mark. Post Brexit (1.1.2021) this will start to change to UKCA mark. This is a legal requirement for all radiators sold in the UK.

MARCUK is a part of the EUA (Energy & Utilities Alliance)



DQ Heating are also a member of the British Institute of Interior Design (BIID) - the professional institute for interior designers in the UK.

FACT

Producing aluminium from scratch (Bauxite) has an energy cost of 14-20 kWh/kg, while the production of recycled aluminium reduces this cost by 95%. (Less than 1 kWh/kg).

Aluminium is "infinitely recyclable without losing its original features during its different processing".

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