



**O'BRIEN<sup>®</sup>**  
**ENVIRONMENTAL COMMITMENT**  
**STATEMENT**



# O'BRIEN® ENVIRONMENTAL COMMITMENT STATEMENT

O'Brien® is Australia's leading vehicle glass repair and replacement expert, as well as providing a quality glazing service for homes and businesses and a nationwide service covered by our extensive branch network, dedicated customer contact centre and vehicle fleet. We recognise that these activities inevitably have an impact upon the environment.

We believe that reducing our environmental 'footprint' is important for the people in our community, the continued success of our business and the service we provide. We recognize that our customers and our employees have an expectation that we will care for and protect the environment for our generation and future generations to come.

For us, that means continually looking for opportunities and partnerships where we can make a positive difference for our people, our customers, the communities we serve, the environment and beyond. We are continually improving our policies and targets to drive positive progress and ensure we play our part in making a difference.

## Our Commitments

1. Care for our immediate environment by identifying, monitoring and managing the existing aspects of our businesses that significantly impact on the environment in line with a culture of continual improvement.
2. Be genuine in understanding our environmental legal obligations and seek to meet and/or exceed them. We will do this while maintaining the quality of our services to customers.

3. Collaborate internally and externally with our suppliers to develop best practice to be efficient with the resources that we use while maintaining our high customer service standards. This includes (but not exclusively) energy used in our buildings and for transport, glass, consumables, packaging and water. Where possible we are driven to;
  - Reconsider our processes and policies
  - Reduce our overall waste and environmental impact
  - Reuse where practical
  - Recycle where available
  - Restrict landfill waste wherever possible
4. Be driven to engage, educate and embed these practices across the business by empowering our employees with the resources, training and information to enhance individual responsibility.

We will continue to communicate our environmental commitments to customers, contractors, and suppliers and making them public via the O'Brien® website. This policy statement will be reviewed as appropriate to ensure its continuing suitability for our business.



**PETER LUMSDAINE**

*Managing Director O'Brien®*

JUNE 2022

