



BAXI HEATING ALL TOGETHER SMARTER 2018/2019



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ABOUT US



INTRODUCTION

Baxi Heating comprises 10 of the best known and most respected brands in the UK and Irish heating markets, providing high-efficiency domestic and commercial heating and hot water solutions.

We employ around 1,570 people in the UK and Ireland and have manufacturing sites in Preston, Norwich and Milton Keynes. We are proud to have been assessed and awarded Investors in People.

Baxi Heating is part of BDR Thermea Group, a world leading manufacturer and distributor of smart climate and sanitary hot water solutions. The Group operates in more than 82 countries worldwide, employing around 6,500 people. bdrthermeagroup.com

BDR THERMEA GROUP

OUR MISSION, VISION AND VALUES

Our mission, vision and values underpin everything we do: the way we behave, how we work with our stakeholders and the pride we take in our products and services.

Our mission

Creating lifetime customer loyalty.

Our vision

Leading the market in smart low carbon heating solutions.

Our values

-  We are reliable and responsive, and have easy to work with products and services.
-  We provide safe products, services and working environments.
-  We are positive and passionate about our business, our products and the services we deliver.
-  We trust each other and respect different views.
-  Our innovative approach means we support creativity, embrace change and are willing to learn.

OUR PRODUCT PORTFOLIO AND SERVICES

Our portfolio of products includes domestic and commercial gas boilers; domestic electric boilers; mains pressure hot water storage; gas-fired and electric water heaters; combined heat and power; rigs; heat pumps; mechanical ventilation with heat recovery (MVHR); heat interface units (HIU); prefabricated plant rooms, rigs and skids; unique digital interfaces; and controls.



OUR COMMITMENT TO QUALITY

Vendor rating programmes:

We ensure our suppliers provide goods and services that are sourced competitively, economically, ethically and efficiently.

Quality service:

We monitor the performance of all products and components in the field to ensure quality standards are maintained.

Quality standards:

We have quality teams at all our manufacturing sites ensuring our products and processes comply with quality standards.

Product development for quality:

Our Group-wide New Product Creation Process includes quality design tools, extensive laboratory testing, accelerated life testing and field tests for all product developments.

Manufacturing for quality:

We operate lean manufacturing and continuous improvement programmes. Every product we make has a full functional test before it leaves the assembly line.

AWARDS

We strive to be the best in the industry and we are very proud to have received many awards for our products and services.





CORPORATE SOCIAL RESPONSIBILITY

Our business is aware of its environmental and social responsibilities. We strive to operate in a safe, sustainable, ethical and profitable way by uniting internal and external partners to deliver a sustainable future.



WORKPLACE

We believe that investing in our people is critical to our future success and long term sustainability. We will provide a safe and secure working environment which is conducive to the health and welfare of our colleagues.

Objectives

- 1 To maintain and improve on our Investors in People accreditation.
- 2 To introduce a well-being strategy that focuses on mental, physical and financial well-being.
- 3 To further increase the diversity of our workforce to better reflect the wider communities in which we operate through measurement and further learning for our managers who recruit.
- 4 To be an employer of choice through the development and progression of our people.
- 5 To continue to implement our behavioural health and safety strategy.

MARKETPLACE

We are committed to operating an ethical business and quality assured supply chain that delivers exceptional customer satisfaction with world-class products and brand values. We proactively encourage our suppliers to comply with our high standards at all times.

Objectives

- 1 Be the supplier of choice.
- 2 Measure and implement an improvement plan for carbon reduction throughout the supply chain, including key products.
- 3 Provide appropriate product and supply chain data that will support commercial activity.
- 4 Use lifecycle analysis to maintain and improve our CSR rating as measured by Ecovadis.
- 5 Eliminate single use plastics in our packaging.
- 6 Reduce waste packaging from the construction site supply chain.

ENVIRONMENT

We value our environment and are committed to its conservation. We seek to identify and minimise carbon emissions, noise pollution, waste and packaging in our workplace, in our products and throughout the supply chain.

Objectives

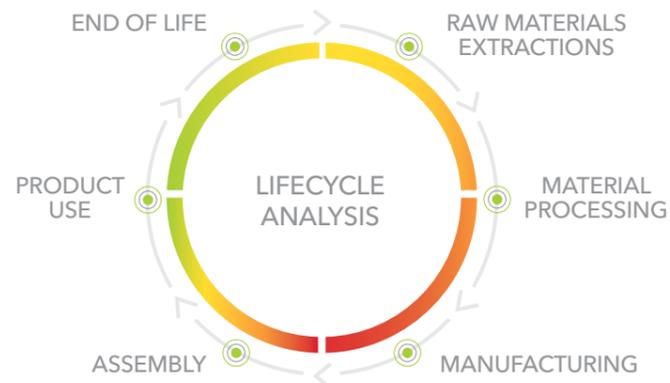
- 1 Embed the "Guide to Sustainable Travel".
- 2 Reduce travel by increasing the use of online collaboration.
- 3 Continue with our project to measure and reduce carbon footprint for our company vans and cars.
- 4 Seek to re-use and recycle in everything that we do, including coffee cups, paper, and manufacturing waste.

COMMUNITY

We are committed to working with our local communities on collaborative projects that improve the society in which we operate. We will partner with national and local charities and organisations that share our vision of working in a sustainable and ethical way.

Objectives

- 1 To channel all our charitable activities through the Baxi Heating Charitable Trust.
- 2 To raise a minimum of £30k for our chosen national charity, The Alzheimer's Society and The Alzheimer's Society of Ireland.
- 3 To raise awareness of our business through planned visits to our sites, visiting organisations in our communities, participating in appropriate public events and volunteering activities.
- 4 Each site will partner with at least one educational establishment each year to raise awareness of our company, our products and services.



HEAT IN BUILDINGS: THE DECARBONISATION CHALLENGE

INTRODUCTION

Baxi is fully supportive of a cost-effective and ambitious approach to the decarbonisation of heating in the UK and Ireland. We advocate a collaborative approach, focusing on technologies that meet customer needs, and fostering an environment where innovation is supported and encouraged.



INNOVATION

We have a long history of bringing innovative and groundbreaking products to market.

As part of BDR Thermea Group, we make considerable capital investment in research and development resources, focusing on energy saving and low carbon technologies. We aim to exceed our customers' expectations with innovative products and services, and to do so we involve our customers and suppliers in our research and design process.

RESEARCH AND DEVELOPMENT

The strong research and development platform and the financial strength of BDR Thermea Group provide the opportunity to confirm and build on our leadership in the heating and hot water industry. Currently, we manufacture integrated solutions for domestic and commercial heating and hot water including boilers, water heaters, combined heat and power, controls and digital applications. We are also committed to developing new heating, cooling, energy and air solutions that can play a major role in tackling climate change.

Considerable investment in an international network of Centres of Excellence, across the UK and Europe, helps the Group to stay at the cutting edge of innovation. This means that, as well as enhancing the heating systems of today, we are developing solutions to meet the sustainable, economic and legislative requirements for future generations. We have a network of 11 Centres of Excellence, each with different competencies, in seven countries across Europe. They work closely together to share knowledge and regional expertise.

FUTURE CHALLENGES

The decarbonisation of heat, in support of wider economy carbon objectives, is a key challenge for industry and government to address in collaboration.

Technology development and innovation continues apace, but potential future pathways need to be considered against multiple metrics:

- affordability
- consumer choice and acceptance
- reducing fuel poverty
- security of supply
- UK competitiveness in the global market.

The real challenge will be treating the 26m existing dwellings, 80% of which will still be in use in 2050. When dealing with older and less thermally efficient buildings against the above metrics, the technically and economically viable solutions become clear.

BAXI HEATING RESPONSE

We believe that a mix of heat networks in dense urban environments, decarbonisation of the gas grid and a proportion of electrification of heat in smaller and highly insulated buildings will offer a combined solution to the challenge.

Our strong and continued investment in product development means we are well placed to respond to future requirements.

INFORMING THE DEBATE

We believe that consumers are central to the challenge of future decarbonisation. Therefore, we carry out significant consumer research and listen to other influential groups to understand views, challenges, barriers and acceptance of different technical solutions. We truly value the voice of our customers.

Not only does this work inform our product development strategy but also our discussions with industry and government stakeholders.

As a leading UK manufacturer we are investing in future technology. We will combine learning from this stake in the future with expertise on today's market to assist with the decarbonisation of heat. We will proactively and constructively offer input, expertise and advice wherever it can provide a meaningful contribution.



TIMELINE

2018 - 2022

CARBON BUDGET 3

Near term actions – tightening of boiler installation standards; continued growth of heat networks and CHP deployment; tightening of private rented sector energy efficiency requirements; revisions to new build standards driving electrification of heat where cost effective; early adoption of smart electricity tariffs.

2023 - 2027

CARBON BUDGET 4

Start of gas grid decarbonisation. 100% hydrogen demonstration projects, action to reduce carbon from off-grid properties. Smart and flexible electricity systems with cost and carbon reflective tariffs widely available.

2028 - 2032

CARBON BUDGET 5

Retrofit programme underway with all existing homes achieving EPC Band C. Continued action to address energy efficiency in the commercial sector.

2050

CLIMATE CHANGE ACT TARGET

At least an 80% reduction in UK carbon emissions against 1990 benchmark.

This will require a near complete decarbonisation of heating and hot water production.

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