

Highlights

Improving energy efficiency of properties and reducing waste going to landfill.

Successfully adopting new ways of working during the COVID-19 pandemic leading to c65% reduction in business mileage, while increasing customer orders by 100% and staff by 15%.

Emphasis on use of local supply chain.

Contributing to reductions in fuel poverty particularly amongst elderly client base.

Good customer service - providing video/phone surveys with advice on energy use.

On-going staff and community benefits provided during the pandemic.



Glaze & Save

Perth-based SME Glaze & Save manufactures and installs their award-winning 'InvisiSystem®' which is a range of almost-invisible energy saving products for windows and doors. Skilled installers fit the magnetic secondary glazing system which turns single glazed windows to double glazing without replacement or redecoration, reducing both energy use and waste. The principal market for Glaze & Save is owners of heritage properties with draughty, single glazed windows. The system has been used in domestic properties and in properties owned by National Trust for Scotland, Historic Environment Scotland and in castles, churches and banks.

A free, detailed, home energy audit and damp assessment is provided with every InvisiSystem® survey. The energy audit uses thermal imaging and provides advice for customers including an 'Energy Hacks' guide which can save customers as much as 20% on their energy bills even without making a Glaze & Save purchase.

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To address the effect of moisture on timber windows, Glaze & Save has introduced an independent window health check for its customers which helps them make decisions about their windows. Many owners go on to have their windows repaired, rather than replaced, which further saves material going to landfill and minimises use of new materials. Should humidity be identified as a problem, they also advise how to address this.

Glaze & Save is committed to contributing towards the UN Sustainable Development Goals and to the local circular economy. Their advice can help to alleviate fuel poverty, which is particularly important as many of their domestic customers are elderly. They are continually improving their products and processes to reduce their carbon footprint and improve the overall sustainability of their business. Glaze & Save buy locally where possible, charting local supply chains on a map featuring radii of 1, 3 and 30 miles, focusing attention on their immediate community.

During the COVID-19 pandemic, Glaze & Save has continued with its work. As part of this they adopted lower-carbon ways of doing their business. In particular, they began to carry out energy audits by video and phone calls, where possible. This has contributed to an estimated 65% reduction in business mileage.



In addition, during COVID-19, Glaze & Save secured a 100% increase in customer orders and increased employees by 15% (as at October 2020). 74% of the Glaze & Save business comes from referrals by satisfied customers. They have also supported their staff through the pandemic by providing counselling, job retention, furlough, sharing a weekly 'keep in touch' newsletter, and providing free online yoga sessions to support wellbeing. The company is part-owned by the staff through the Government's Enterprise Investment Scheme. During the pandemic, Glaze & Save also supported their local doctor surgeries by using their glazing to provide protective screens for frontline medical staff.

Note that Glaze & Save was awarded the VIBES Award: Environmental Product or Service in 2017 – you can see their previous case study at: [Glaze and Save Ltd | VIBES](#)



www.vibes.org.uk