



**GLENS REMOVALS & STORAGE**

6/Q St Georges Street , Ardbennie , Harare , Zimbabwe  
Call: +263242620711-5, 08677009686  
Email: [helpdesk@glens.co.zw](mailto:helpdesk@glens.co.zw)  
Website: [www.glenremovals.com](http://www.glenremovals.com)

### **Corporate social responsibility**

Glens Removals & Storage values of trust, innovation, teamwork, caring, and agility – enable us to deliver the best customer and workforce experiences in the industry, moving people, businesses, and products. Putting our values into action brings our corporate social responsibility (CSR) priorities to life. We are committed to caring for the communities we operate in today while building a better tomorrow – for our teams, our customers, and our local and global neighbours. We approach that commitment at the holistic level: from the organizations we support, to how we source our materials and operate our facilities and equipment, to the diverse team members we hire and the suppliers we partner with.

### **Our Social Responsibility Program**

Our corporate social responsibility vision is to make a meaningful, sustainable impact in our industry and the communities in which we operate in by:

- Driving positive changes in the transportation, relocation, and logistics industries
- Developing more sustainable practices and supply chains
- Caring for and protecting our communities and the people who live in them
- Encouraging innovation and diverse thinking by providing a welcoming and engaging environment for all employees to learn, grow and share ideas

### **CSR Focus Areas**

#### **Community**

We integrate more fully into and support our local communities

#### **Wellness**

We foster holistic health and well-being programs for greater quality of life

#### **Education**

We promote access to lifelong learning and skill-building opportunities through student attachments.



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### **Disaster Relief**

We provide our trucks and manpower for assistance in humanitarian emergency supplies in conjunction with the respective government departments.

### **Caring for Our Communities**

Removals & Storage believes in community participation, through sponsorship and support of local organizations. We are proud of this tradition of philanthropy and continue to further our involvement with a diverse list of organizations.

### **Our Sustainability Commitment**

Glens Removals & Storage is firmly committed to sustainable business practices to protect our employees, customers, communities, and the environment. We work to minimize our global environmental impact in all business activities we undertake, whether it's through the landscapes we touch, the air we breathe, or the roads and waters we travel over. We strive to identify new ways to be energy efficient in our workplace and beyond while delivering eco-friendly solutions to our customers. By recycling moving materials, implementing sustainability programs, and focusing on more-efficient transportation processes and technologies, we are not only helping our customers save money but also help protect the environment and our future.

### **Reducing Energy Consumption**

Across our services and locations, we identify ways to drive meaningful change and increase our energy efficiencies. We use eco-friendly office equipment like solar lighting and implement paperless practices through the use of an ERP system. We reuse and recycle packing materials and crates and have idling-prevention controls in our fleet vehicles to cut down on emissions.

We engage in several initiatives to ensure that we and the supply chain partners we work with are committed to measurable activities that help us all work together to achieve better protection of our environment. From collecting and recycling used batteries, and tyres from our businesses and team members, to careful choices about the office cleaning products we use.

### **Helping Customers and Reducing Waste**



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We engage in several efforts that not only help our customers have an easier move but minimize the environmental impact at the same time. Discard and donate programs lower shipping volumes by 10 percent or more, removing unwanted items before the final pack and load. These efforts not only de-clutter homes to enhance the market appeal and help our customers get more easily and quickly settled in at their new destinations, but help realize meaningful positive impacts on the environment each year.

### **A Focus on Well-Being**

The strength of Glens Removals & Storage is in our people, and we engage in several initiatives that holistically encourage the mental and physical health and well-being of our team members and the citizens we live alongside. We provide our employees with loans and medical aid support, and seminars that offer access to educational information and encourage healthy habits.

### **Fostering a Positive Learning Environment**

We believe that the only way to keep moving forward is to constantly learn, grow and develop. We support a wide variety of educational initiatives to help our employees, their family members, and our local communities achieve their educational goals, including offering a tuition reimbursement benefit, a student attachment program for the children of our employees, and those in local universities.

We are continually adapting and updating our CSR plan to ensure we meet and exceed its targets, here are just some of the other ways in which we strive to do this:

### **Environmental Friendly**

We consider environmental protection and sustainability to align with our company goals and values and an imperative consideration in our business processes.

We have definite goals and policies to guarantee that we minimize our environmental impact

These are, but not limited to the following:

We use ISO certified timber for our crates and liftvans.

Using recycled packing materials and recycling them after use.

We encourage use of online advertising to cut back on paper and newspaper advertising

Encourage the use of ebrochures and ebusiness cards wherever possible.

Partnering with eco-friendly organisations for recycling and disposal services.



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Continual driver training; to ensure responsible driving and fuel efficiency.

Reducing empty vehicle runs through strategic planning and back-loading arrangements.

Encourage the use of virtual surveys where possible to further cut down on travel and emissions.

#### **INTERNAL CONTROLS**

Internal controls incorporate a review of the company's Corporate Responsibility policy. The Executive Management Committee is tasked with the responsibility of reviewing, updating, and communicating with all departments within the company.

The Executive Management Committee will periodically review its Corporate Responsibility policy

The Executive Management Committee will also periodically, but, without fail, annually, review the effectiveness of the internal control system and recommend new and effective ways should they get new ideas from the ever-changing global arena.

**To be review not later than December 2024**