

**Discover  
a better  
way of  
working**

**ClaytonGlass** 



<b>UK Owned &amp; Based</b>	<b>1</b>
<b>7 Locations Nationwide</b>	<b>2</b>
<b>Glasstrack</b>	<b>3</b>
<b>Double Backed Guarantee</b>	<b>4</b>
<b>Nationwide In-Person Support</b>	<b>5</b>
<b>One Stop Shop</b>	<b>6</b>
<b>Product innovation</b>	<b>7</b>
<b>Continuous Improvement</b>	<b>8</b>
<b>Technically Aware</b>	<b>9</b>
<b>UK Owned, Based &amp; Managed</b>	<b>10</b>
<b>Post Consumer Glass Recycling Scheme</b>	<b>11</b>
<b>We won't Stop at 12</b>	<b>12</b>

# 1 Owner, directors & senior leadership readily available in person

## The most direct management to customer facilitation in the industry

We believe people are the key to business and so have spent the last 20 years assembling a hugely talented and experienced team, to which all of our customers have full access.

Whether that be our dedicated on the ground sales managers with their collective 200 years glass experience, your own personalised customer service agent or a wealth of technical, operational and IT experience to call on, they are all here to support your business activities.

Beyond the sale process we're keen to share these skills, as we know that by tailoring a bespoke supply chain experience our business relationship will grow and develop.

Whether that be a bespoke label design, developing a software export, marketing assistance or just an industry chat, we are here for you, fully supported hands on by the company Directors.



*Discover a better way of working*



# 2 7 Locations Nationwide 2 hours to Everywhere

## Speedy national delivery with a local, knowledgeable hands-on service.

With our national network of seven strategically placed manufacturing sites, we've genuinely got you covered.

Developed through a 10 year process of growth and acquisition, and our latest purpose designed site in the South West, we have developed an effective and capable chain of like-minded and connected manufacturing facilities.

Not only does each site have tempering, multiple IG production and a varied stock base, but through a team based planning process we are able to partner these facilities up, to balance workloads and provide resilience.

And with the 70,000 IGU strength of this chain, our eggs aren't all in the same basket, and neither are yours.

Whether it is one unit that needs to be delivered on-site to minimise downtime, or a bulk commercial delivery, the Clayton Glass network stands ready to deliver anywhere in the UK within just 2 hours.



Discover a better way of working



# 3

## GlassTrack

### Once you track, you'll never go back!

An industry first and now in year six, our unique glass-order tracking software allows Clayton Glass customers to follow their orders from production all the way through to the point of delivery and beyond.

Glasstrack has thousands of customer interactions each week, and every one is a question answered, time saved or a problem solved.

With enhanced usability, accessibility and security, whether checking up on a new order or following the progress of an existing one, GlassTrack is your all-in-one information hub, to make purchasing with Clayton Glass as smooth and detailed as possible.

What's more it comes as standard for all customers, as does your account set up, face to face or teams based tutorial, and unlimited user access.

Remember the days before internet banking in the palm of your hand?

Well it's that revolutionary, believe us.



*Discover a better way of working*

# 4 **Double Backed Product Warranty**

**Another UK first.  
Our product warranty is  
now double locked, for  
added peace of mind.**

In a testing economic climate where business failures are increasing, the financial strength of your supply chain is a potential risk.

In all likelihood this is something you will never need, and our product warranty will be met by us in all cases. Being a founder member of the National Glass Group the UK's largest procurer of flat glass, we are however able to provide even further reassurance.

Having collectively agreed that each member would honour the others' legacy product warranties, you'll never be left chasing and will always be supported by a wider organisation.



# 5 Nationwide In-Person Support for Your People & Business

## Support at the very heart of your business

We like to think of ourselves as not just a provider of products, but also a facilitator of increased sales for our customers. Clayton Glass achieve this through a multitude of marketing collateral that can be branded and customised to your business, collaborating in web or print PR, and helping you to grow and connect in your social networks.

Without doubt however, the most visible aspect of this commitment is our sales and showroom support vehicle.

We all know that in sales, confidence in your product and good technical knowledge is the route to success and we are of course sure that knowledge exists in your own products be it PVC, timber, aluminium, doors, windows or roofs.

But by helping you and your teams compliment all that with a better understanding of the glass products that go in the frames, as a supply chain we can not only deliver a more useful solution, but hopefully consolidate, extend and help you develop those sales and the customers who place them.

Free to book and part of the package for all Clayton customers. SASSV delivers on-site support and product training, with members of our highly experienced and knowledgeable team.



*Discover a better way of working*



# 6 One Stop Shop

## From Bifold to lanterns, and decorative to commercial

The term 'one stop shop' is widely used, but here at Clayton Glass we truly can offer an all-round one stop service. Whilst all of our sites make core product in volume, a number of them hold specialities as well, be it complex lead work or oversize, with product trunked where necessary through our network.

Our North West site is set up as specialist in performance roof glazing with our popular and long-standing brand SMARTGLASS, and is also geared to offer technical bifold door glazing solutions, flat painted and stepped rooflights, and all the glazing requirements of today's modern extension.

Volume IG, consistency and quality are our key objectives but equally we recognise the full package is key. To support this, as an IG unit manufacturer whilst we do not do any glass processing, we are happy to source and pass on to our customer base.



# 7 Product Innovation

## Embracing new developments and technologies to create unique products

With today's essential need to make glazing as energy efficient as possible, we are constantly researching new technologies from across the globe, to provide our customers with the most up-to-date products available.

Products such SmartVAC™ offer a stellar leap in thermal performance and with a U-Value of just 0.4 W/m<sup>2</sup>K we're focused on bringing this in volume to the UK market.

By marrying new technologies with existing IG infrastructure, we combine efficiency with contemporary styling, state-of-the-art technology and full technical compliance to provide some of the most advanced units in the glazing industry.

As a truly independent processor, we are also able to source from all major float producers to gain best in class performance.



# 8 Continuous Improvement

## Our quality target is infinite and we strive towards it every day

With over 50 years of experience, we know the problems that quality issues can cause in any installation.

First and foremost its about people, and our teams working on the principle that quality is everyone's responsibility. In all the processes we carry out, personal diligence is the key. As a business that's grown to seven sites, we have moved on from our paper based training to comprehensive video based session work to create and maintain the awareness.

Supporting this is a process driven approach to machine maintenance, and additional elements like OEE monitoring of the effectiveness and availability of our kit.

Product quality audits and test procedures are live and shared across our business through the use of IT, so the right people can quickly effect change. Thanks to this combination of proper employee diligence, and quality tech we are delivering a continuous 25% year on year improvement with right first time.

Additional to all of this, we are always keen to help in the field where required. We have a number of tools and materials for inspection, training and education which is again all part of the end to end service we strive to deliver.



# 9 Technically Aware

## A significant pool of industry experience and resource

Whether specifying for project work, troubleshooting on site or providing technical calculations required to ensure compliance, we are here for you.

Not only will we calculate and specify glass constructions to achieve your clients needs, we will value engineer our offering to maximise margin in the supply chain.

Within our team we have hundreds of years of technical glass experience, and equally important the knowledge that comes from supplying tens of millions of IGU products over the past 20 years.

There isn't much we haven't seen in glass and a lot of this can be found in the technical pages of our website. Here, you will find useful resources in U-Values, acoustics, compliance etc, as well as a host of useful troubleshooting guides, covering common issues like external condensation, safety markings or inspection criteria.

All of our regulatory documents regarding our CEN standards such as 1279 and 12150 are also available to view and download.



# 10 UK Owned Based & Managed

## **A strong, assured and national service that lasts.**

Founded over 60 years ago we at Clayton Glass are very proud of our roots, and have continued with the same customer focus and ethos right up until the present day.

In an industry where often it's the faceless investor or overseas owners holding the influence, we have always stayed local and close to our customer, in order to deliver the best possible commercial and operational outcomes.

With Clayton as your supplier, you can always be assured that you are a valued client and not simply a number.

*Discover a better way of working*



# 11

## Post Consumer Glass Recycling Scheme

### **A complete collection and recycling service.**

As part of our commitment to the environment, our customers and the community we've developed a unique scheme for helping solve the problem of post-consumer waste.

Whilst we know many of our larger clients will have full and extensive facilities, for smaller accounts such as trade counters, getting rid of such product can be expensive and not always the best way for the materials to be dealt with.

We've recently launched an initiative where we're able to collect limited amounts of glazed Pvc frames or loose sealed units, and take them to one of three purpose built recycling facilities at our sites, separating into clean and re-usable materials.

Not only that, we pledge that profit from this process is diverted into our community fund, which can be applied to for small scale sponsorships, donations or towards good causes.



An aerial photograph of an industrial facility, featuring a large, long building with a blue roof and various other structures and parking lots. The image is overlaid with a semi-transparent blue filter.

**12** We won't  
stop at 12...

Discover a better way of working



**ClaytonGlass** 

**Discover a better way of working**