

evander

Our People



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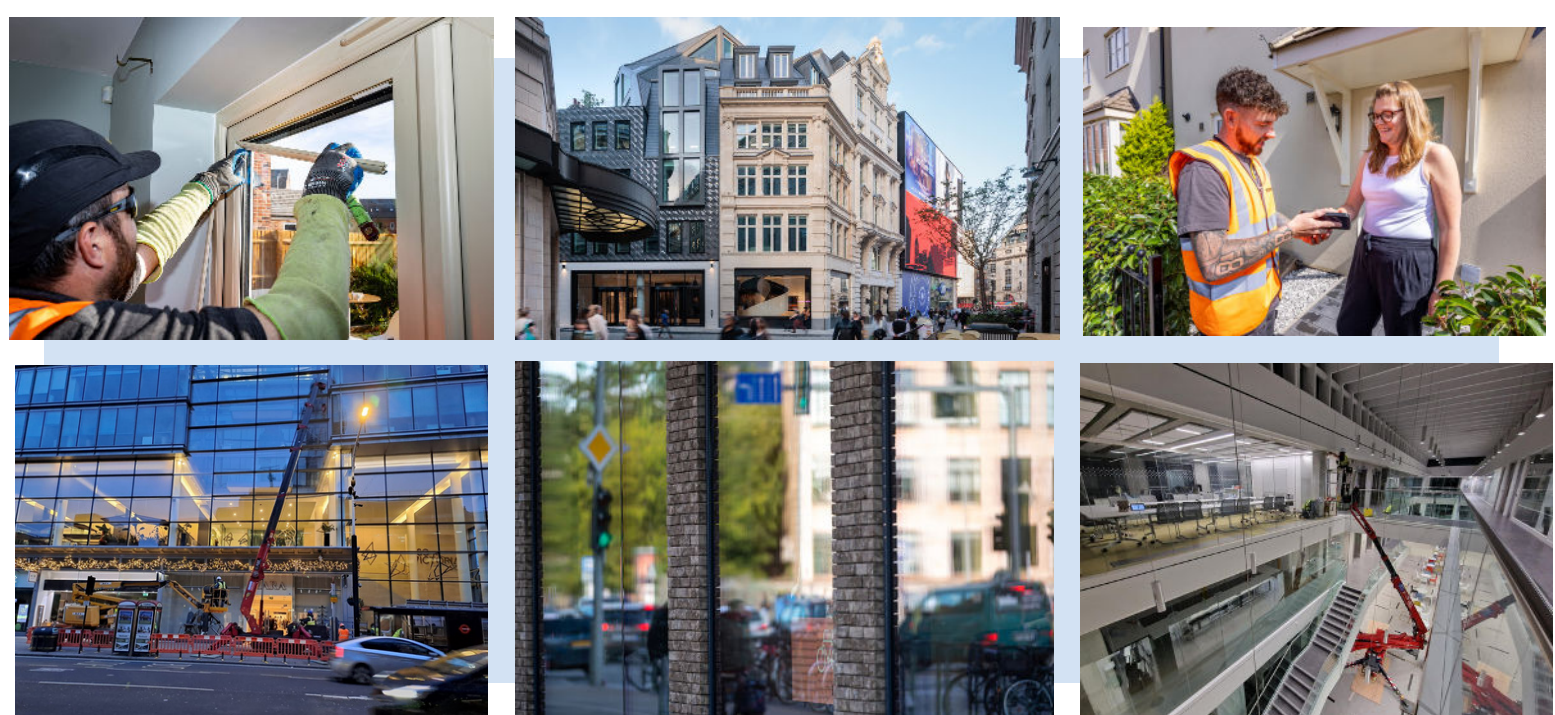
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Welcome

Evander is the largest national residential and commercial glazing solutions business in the UK, working in both the domestic and commercial markets. Evander has been established for over 50 years, proudly part of VPS Group, Europe's leading provider of temporary security and are backed by PAI, a European PE firm.

Our people and our customers are at the heart of our business and our commitment to them has been pivotal to the success and growth Evander has enjoyed during its 50 year history. In the ever changing world that we find ourselves, the way we feel about our relationship with the business and our interactions with each other are more important than ever before.

To help support our vision and mission and share our values as widely as possible, we want to share this 'Our People' document. This document underlines our commitment to the role all our people play in valuing each other, help to get us excited by the proposition of working for Evander for many years to come, encourage and motivate us to go the extra mile, and to give us clear guidelines of our behaviours and approach.



About Evander

It's important for us that we share as much about Evander as possible with our colleagues, suppliers, candidates and contractors. Ensuring that the scale in which Evander operates is clear.

Evander is the only business in the UK that provides a true 24/7/365 property make safe and permanent repair service for glazing, nationally, across both commercial and residential markets. Our Central Operations function, based in Norwich, houses 140 colleagues including our dedicated commercial Helpdesk team for seamless 24/7/365 support. We operate from 15 Service Centres based across the UK, attending over 39,000 emergency and make safe jobs last year.

Our flexible model and scale of operation allows us to respond in the event of either a critical requirement or a surge in demand whilst ensuring full breadth of geographical coverage. Our operation ensures customer service excellence and portal compliance facilitated by our highly experienced Helpdesk function.

In 2024, we completed almost 93,000 fulfilment visits in residential and commercial properties. Our sector experience includes insurance companies, home emergency providers, major FM businesses, retail, hospitality, education, public and infrastructure. Evander's innovation in process and technical capability has ensured we operate successfully for leading UK high street brands and construction, including programmes such as National Highways and the Heathrow Quieter Homes scheme.

40,691

Homes and businesses made safe

24h

92,495

Fulfilment visits completed nationally

189,208

Inbound calls taken

725

Complex projects completed

15

Evander Distribution Centres across the UK

98

Percent of waste recycled

7,587

Residential window and door frames fitted

Our Mission and Vision

Our colleagues, customers and contractors should understand our company mission and vision, understanding where we are and where we are going. It's important that those we work with shared these ambitions and we are all working towards a collective goal.

Mission

Love our customers, create a great place to work and grow our business

Vision

We believe that where you live and work should always be safe, secure and sustainable



Our Values

Our colleagues live our values everyday, showcasing thee in their interactions with each other, our customers and our contractors. It's important to us that our people all have a joint passion for showcasing our values and share our belief in their importance.

deliver high quality

We invest in our people and products to provide first class service and quality solutions.

love our customers and go the extra mile

Our colleagues and customers are at the heart of what we do.

maintain integrity and tell it like it is

We do what we say we're going to do and communicate openly and honestly at all times with everyone.

are experts but we keep it simple

Proud of our experience, we are known experts in our field, providing innovative solutions. We always strive to be helpful and easy to do business with.

trust each other to do the right thing

If we get it wrong, we will do our utmost to fix it fast. We empower colleagues so they are capable of providing a great customer experience.

like to laugh

We aim to make Evander a great place to work for everyone. We understand the importance of home and work life balance and actively support this through our policies.



Why Evander: Colleague Experience

Here's what you can expect as an Evander colleague. In return for the knowledge and expertise that you bring to your role everyday, we offer you a wide range of benefits:



Why Evander: Career Development

At Evander we believe in developing colleagues careers, offering formal and informal learning and development opportunities for all. Whether through our Pathways or Apprenticeship programme, your career is in your hands.

At Evander we believe in apprenticeships as a great way to learn whilst working, helping colleagues to develop their skills and take a new career step. It's great to see colleagues take their own learning and development into their hands, and be passionate about learning and developing in their role and beyond.

At Evander we were proud to support 17 Apprenticeships or 5% of our colleagues within the business over the last 12 months. Working to increase our professional competency and management capability.

We are also proud to be able to offer out formal learning pathways for our Customer Service colleagues, through the Customer Service Development Framework and our Technicians through our Technician Development Pathway. Both helping our colleagues grow their careers with Evander.



evander
TECHNICIAN DEVELOPMENT
PATHWAY

2025/26

www.evander.com



Why Evander: Giving Back

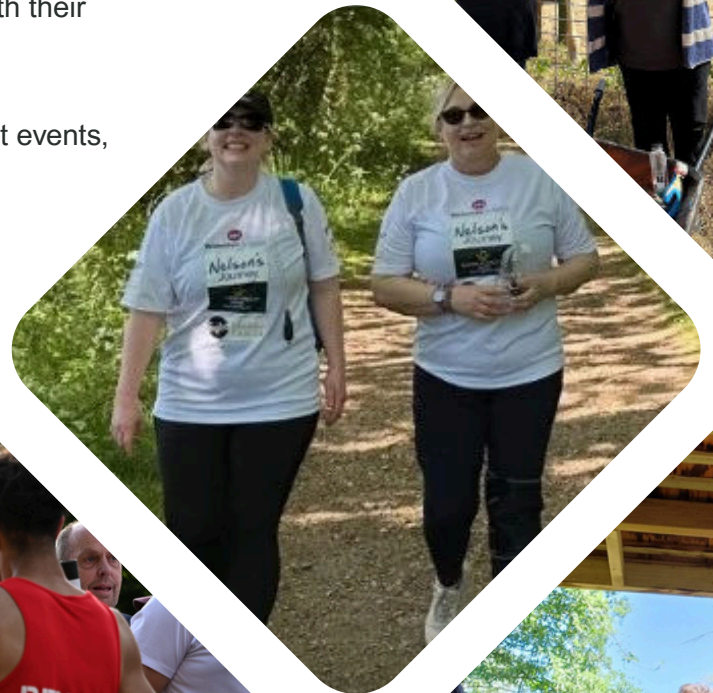
At Evander we recognise the benefits of doing good and giving back to our communities and colleagues through our charity and volunteering work.

We are proud to support Victim Support as our Charity of the Year for 2025. Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales.

They provide specialist help to support people to cope and move on to the point where they feel they are back on track with their lives after an event.

They understand the long term mental health effects that events, including domestic burglary, can have on families.

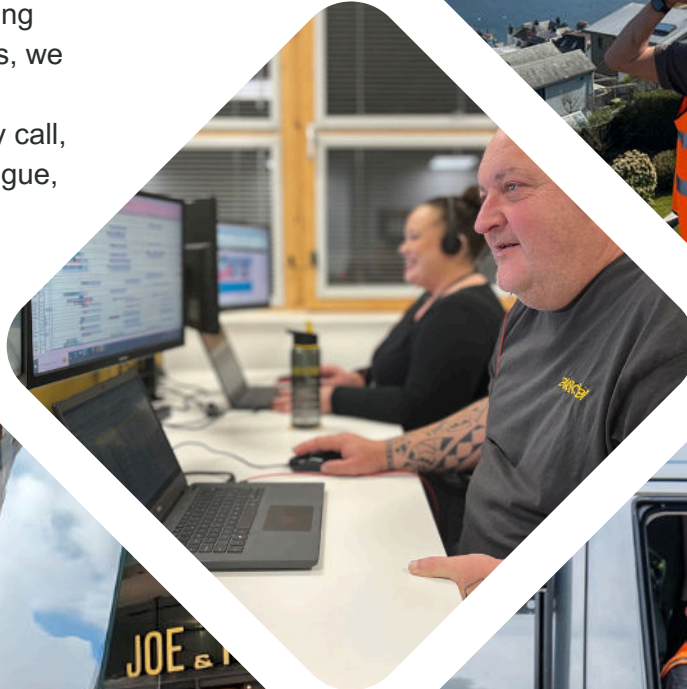
Their approach is in line with our own, providing in the moment advice, support and guidance on products and security improvements. We are thrilled therefore to continue to fund raise and support Victim Support as our Charity of the Year.



Our People

The work that Evander does is made possible only by the amazing work of all the colleagues involved in the business each and every day.

Through our award winning Customer Care principles, we aim to deliver exemplary service end to end: every call, every email, every colleague, every time



What we do

We provide a comprehensive range of reactive and planned glazing solutions in commercial and residential property, centred around effective engagement and management across multiple stakeholders:

Reactive Services

- 24/7/365 emergency response and make safe
- Boarding / hoarding
- Locksmith services
- First fix glazing solutions



Commercial Glazing Solutions

- Building envelope: Shopfronts, doors and curtain walling
- Balustrades and canopies
- Structural and high level glazing
- Water ingress remediation and prevention
- Filming, vinyl graphics, manifestations, Regulation 14
- Decarbonisation services: installation of thermally efficient products



Residential windows and doors

- Window & door installation and repair - uPVC, Aluminium, Timber
- Glazing replacement
- Conservatory and garage door repair and replacement
- Repairs / maintenance works programmes
- Noise abatement services - ventilation solutions and installation of acoustic windows and doors



Operational Support and other services

- 24/7/365 Contact Centre for triage, deployment and award winning customer care
- Dedicated and ringfenced Helpdesks for residential and commercial job management
- Insurance claim management, including out of hours call handling
- Project management - design to installation



We consider ourselves an extension of our clients brand whilst on site.

Our approach ensures optimum response times and a truly national service even across outlying locations, mitigating cost and risk by removing the requirement of managing multiple contractors.



Evander Service Depot
Partner Coverage





Why Evander: Colleague Voice

Here's just a sample of some of our colleague feedback:



Sales
Colleague

“

I have been with Evander for just over three years, and I have truly enjoyed my time here. Each day, I leave the office with a strong sense of accomplishment.

I began my journey in a customer service role, assisting policyholders with their residential claims, and later transitioned into a creative sales position. Prior to joining Evander, I had not worked in an office environment, but the leadership team made me feel valued and supported, helping to shape me into the Evander advocate I am today.

There is a genuine sense of warmth and family at Evander. It is a workplace I wholeheartedly recommend, as this is more than just a job; it is a fulfilling career in fenestration.

”

“

What I enjoy most in my role as a Manager is the ability to lead a dedicated team that plays a crucial role in supporting both internal teams and our customers.

I take pride in creating a supportive environment for my team, improving processes, and delivering solutions that have a tangible impact on service delivery. The fast-paced nature of the job keeps things exciting, and being part of a team that genuinely wants to help people is highly rewarding.

”



Commercial
Manager

“

Evander is more than just a work place it's a great community working environment, where developing your skills with a terrific set of people is really an enjoyable environment to work in.

Evander provides endless opportunities to further your development within the company, with many of our current staff who started as trainees now in management, stock related, and engineer roles across different departments within the business.

Evander is more than just a place to work it's a community you can achieve success and progression in, and a company to be proud to represent.

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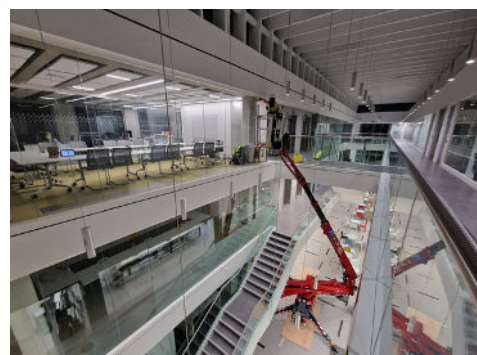


Operations
Manager



Why Evander: ESG

Evander operates to the highest standards and levels of accountability. We are committed to acting in a responsible and ethical manner in all our activities, policies, processes and outcomes. We've made considerable progress in our focus areas:



Our Accreditations and Awards

We are proud of our approach to continually improving safety, quality and compliance through investment, backed by our industry leading accreditations which include ROSPA Gold, Constructionline Gold and SafeContractor. We also hold GGF membership, ISO45001, ISO9001, ISO14001 and ISO27001 certifications and we are accredited to the Cyber Essentials Plus.



We are also proud of our current awards, with the business being continually recognised for our approach to Customer Care and Training Excellence across our sector.



We are also proud of our current employer recognition awards, recognising our people and culture commitments.



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