



Sustainability standards



ResponsibleGlass Glossary of Terms

Working Draft

20 July 2026

Version History

No.	Date	Description
		References to section numbers follow the section numbers of the listed (i.e. later) version. Note that section numbers may change between successive revisions.
Working draft	20 July 2026	Glossary of Terms: working draft This working draft will be updated continuously in parallel with the development of the ResponsibleGlass International Standard for Glassmaking. Version numbers will not be updated during this initial development process. Please refer to the date on the front cover to determine the version.

Disclaimer

The official language of this document is English. The definitive version is held on the ResponsibleGlass website <https://www.responsibleglass.org/> Any discrepancy between copies, versions or translations shall be resolved by reference to the definitive English version.

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About ResponsibleGlass

ResponsibleGlass is a not-for-profit company established in England in 2025 with the objectives of:

- (a) maximising the contribution of glass to a sustainable society;
- (b) enhancing the responsible sourcing, production, use and recycling of glass by:
 - (i) providing a multi-stakeholder forum to build trust and achieve consensus in relation to responsible production, processing, transportation, use and recycling of glass including aspects associated with the responsible production, processing and supply of raw materials used for glassmaking;
 - (ii) developing international standards and certification and related tools; and
 - (iii) driving positive change through the recognition and use of responsible glass;
- (c) acting as a forum to exchange information and experience between multiple stakeholders;
- (d) collaborating, where appropriate, with other national and international associations and standards setting organisations to promote responsible glass.

ResponsibleGlass Vision

The vision of ResponsibleGlass is of a world where glass is made, used and re-used or recycled responsibly, protecting people and planet.

About this document

The Glossary of Terms defines standardised meanings for the listed terms. When these terms are used in ResponsibleGlass Standards, the definitions provided in the ResponsibleGlass Glossary are considered to be normative.

Comments or suggestions are welcome and should be sent to the ResponsibleGlass Secretariat at: standards@responsibleglass.org, with the subject line 'Comment: ResponsibleGlass Glossary'.

This document is publicly available, and the current version may be downloaded without charge from the ResponsibleGlass website at www.responsibleglass.org/. Revised versions are allocated a new version number with updates referenced in the version history table on page ii.

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ResponsibleGlass Glossary of Terms

Unless otherwise specified the meanings of the following terms when used in ResponsibleGlass Standards, Policies or Guidance documents are as given below. Definitions apply to both single and plural uses of the terms as applicable.

1. Glossary

Autoclave: a strong vessel used for the lamination of glass under high pressure and controlled temperature conditions. (Eurotherm: Glass Industry Glossary of Terms)

Batch: the mixture of raw materials used to make glass. The batch may also include cullet. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Batch house: the buildings in which the raw materials for making glass are stored, weighed out, and mixed, prior to delivery to the furnace. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Biodiversity: the variability among living organisms from all sources including, inter alia, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part; this includes diversity within species, between species and of ecosystems. (Adapted from: Convention on Biological Diversity, 2011)

Board: the Board of Directors of ResponsibleGlass Ltd.

Board approval: the formal decision of the Board to recognise a document as a ResponsibleGlass International Standard.

Board ratification: the formal decision of the Board to recognise a document that has been approved by the ResponsibleGlass Stakeholder Council in accordance with its ballot procedure as a ResponsibleGlass International Standard.

Campaign: the working life of a tank furnace from the start of a new furnace construction to its shut-down. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Calumite: a calcium-alumino-silicate based material that is 99% glassy in nature, produced from granulated blast furnace slag.

Cast glass: glass produced by 'casting', in other words by pouring molten glass into a mould or by heating glass already contained in the mould until the glass melts and assumes the shape of the mould. (Eurotherm)

Catchment: The geographical zone in which water is captured, flows through and eventually discharges at one or more points. The concept includes both surface water catchments and groundwater catchments. A surface water catchment is defined by the area of land from which all precipitation received flows through a sequence of streams and rivers towards a single river mouth, as a tributary to a larger river, or to the sea. A groundwater catchment is defined by geological structure of an aquifer and groundwater flow paths. It is replenished by water that infiltrates from the surface. It has vertical thickness (from a few metres to 100s of metres) as well as area. Depending on local conditions, surface and groundwater catchments may be physically separate or interconnected. Alternative terms are watershed, basin and river basin. (From the Alliance for Water Stewardship).

Coating: a thin layer which covers the surface of an object. Coatings may be applied to glass in order to alter the

appearance or performance of the product in question e.g. anti-reflective coatings applied to auto mirrors to aid vision, coatings with photocatalytic and hydrophilic properties to make self-cleaning windows. (Eurotherm)

Assembled product: a product composed of multiple components, excluding products which meet the definition of a **glass product**. Examples of assembled products include cars, windscreens with mirrors or other components already attached, framed double-glazing units, computers or mobile phones with glass screens, solar panels, glass jewellery. Glass for a windscreen after lamination and moulding but prior to the addition of mirror brackets, sensors, etc ('lite' glass) would be classified as a **glass product**, so would not be classified as an assembled product.

Competent Body: an organization or person that has the knowledge, skills and qualifications (if applicable) required to undertake a specified task. An example of this would be an auditing firm with a relevant accreditation scope or a regulatory body whose scope includes the subject matter of an audit or assessment.

Container Glass: the glass used to make bottles, jars, or any container that may be subsequently capped or closed. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Containers, forming: the process of turning a gob of molten glass into a hollow container was first mechanized towards the end of the 19th Century. Fully automatic machines were developed during the first quarter of the 20th Century, principally in the USA. Landmarks in the development of automatic forming of containers were the gob feeder in 1923, which automated delivery of consistently sized gobs of glass, and the individual section bottle making machine in 1925. (Eurotherm).

Continuous (tank) furnace: a furnace which produces glass on a continuous basis in which the level of the glass remains relatively constant due to the batch being fed continuously into the furnace, therefore, replacing the glass withdrawn. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Cullet: a generic term for **recovered glass** that may include **post-consumer recovered glass**, **pre-consumer recovered glass**, and **home/ internal recovered glass**. Although often used as a synonym for 'recovered glass', the term cullet can have the connotation that it has been processed to a greater or lesser extent, for example by crushing, cleaning, and sorting.

Date of applicability: the date when an approved standard can be used as the basis for the issue of certificates of conformity. This may be later than the date on which the standard is approved or ratified by the Board.

Deposit-return scheme (DRS): a container-collection system in which a small refundable deposit is added to the price of a product sold in a bottle (or can), which the consumer reclaims by returning the empty container to a designated collection point — such as a retailer or a reverse vending machine — for recycling or reuse. A DRS is a discrete collection channel with a direct financial incentive, separate from municipal recycling collection.

Disassembly: the process by which an **assembled product** is disassembled into material components for reuse or recycling.

Discharge: Effluent, stormwater, runoff and other water leaving the boundaries of the site and released to surface water, groundwater or third parties. This includes point source and nonpoint source discharge. (Adapted from: CDP, 2024)

Dolomite: a naturally occurring mineral composed of calcium magnesium carbonate (ideal chemical composition $\text{CaO} \cdot \text{MgO} \cdot 2\text{CO}_2$), which helps lower the melting temperature in the production of flat glass.

Domestic ware: the collective term for glass containers used in the home (oven dishes, bowls, jars, etc.). (Eurotherm).

Downcycling: recycling in which the potential value of the recovered material is reduced. This may occur because the physical or chemical qualities of the recovered material are not realized to their full potential in the new product, because the new product is not suitable for further recovery and recycling, or for other reasons. The use of recovered glass as aggregate for the manufacture of concrete or asphalt are examples of downcycling. See Helbig et al (2022) for a discussion of definitions of downcycling.

Flat glass: any kind of glass made in relatively large pieces with the two largest faces flat and parallel. The dominant type of flat glass is **float glass**. (From: Glossary of Terms in Glass Science and Industry).

Flint glass: Optical glass of relatively high index and low v value. The usual dividing lines for flint glass are $v < 55$ for $n_o < 1.60$ and $v < 50$ for $n_o > 1.60$. Many compositions contain significant proportions of lead oxide. (From: Glossary of Terms in Glass Science and Industry).

Float glass: method of making flat glass. A horizontal stream of glass 'floats' on a bath of molten tin such that both surfaces become flat under the influence of surface tension and gravity. The atmosphere above the tin must be kept strongly reducing to prevent oxidation of the tin that would then react with the glass. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Forehearth: a channel along which molten glass flows from the furnace to the forming machines. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Functional recycling: recycling in which the physical and chemical properties that made the material desirable in the first place are retained for subsequent use (UNEP, 2011: Recycling Rates of Metals – A Status Report... Graedel et al).

Glass: a hard, brittle, transparent or translucent non-crystalline solid, consisting of metal silicates or similar compounds. It is made from a fused mixture of oxides, such as lime, silicon dioxide, etc, and is used for making windows, mirrors, bottles, etc (*Collins English Dictionary. Copyright © HarperCollins Publishers*). Note that this definition does not include ceramics.

Glass ceramic: a fine grained (crystalline) material of negligible porosity produced by the controlled crystallisation of a glass. (From: Glossary of Terms in Glass Science and Industry)

Glass product: a product made of glass, including products that may be laminated, coated, or treated, but excluding products that are comprised of multiple components, which are defined as **assembled products**. Examples of glass products include: glass bottles and jars; glass tableware; glass sheets (including with coatings); 'lite' glass windscreens (i.e. prior to the addition of components such as brackets, mouldings and sensors); glass screens for computers or mobile phones; coated glass fibres; glass wool for insulation; mirrored glass; cut glass for jewellery; etc. **Glass products** may be intermediate products, requiring further manufacturing before their use. **Assembled products** are excluded from the definition of **glass products**. Ceramic and glass-ceramic products are not currently included in the definition of glass products.

Glass melted (tonnes): the quantity of glass that exits the furnace over a given reporting period, in metric tonnes. The quantity of glass melted is equal to the quantity of **glass packed** plus **glass production losses**, taking account of differences of reporting periods.

Glass packed (tonnes): the quantity of glass leaving the glassmaking facility as final product over a given reporting period, in metric tonnes. The quantity of glass packed is equal to the quantity of **glass melted** minus **glass production losses**, taking account of differences of reporting periods.

Glass product, intermediate: glass product that requires further processing or manufacturing prior to use. A 'lite' glass windscreen is an example of an intermediate glass product.

Glass production losses (tonnes): the quantity of glass that cannot be sold as a **glass packed**, due to such issues as loss of quality, machine or engineering loss (e.g. downtime of equipment meaning that glass cannot be packed), technical downtime (e.g. resulting from colour change loss, thickness change loss, etc), edge loss, etc. Glass production loss is typically recovered and used again as raw material in the glass furnace.

Glassmaking facility: an industrial site at which raw materials (such as silica, soda ash, limestone and cullet) are heated in a furnace to create glass. Note that additional activities and processes also take place at glassmaking facilities, including a range of downstream processing and manufacturing activities related to the manufacture of **glass products**.

Gob: a measured amount of molten glass delivered to the forming machine by the feeder. (From: Society of Glass Technology, Glossary of Terms in Glass Science and Industry).

Greenhouse Gas (GHG): gaseous constituent of the atmosphere, both natural and anthropogenic, that absorbs and emits radiation at specific wavelengths within the spectrum of infrared radiation emitted by the Earth's surface, the atmosphere and clouds.

Note: GHGs include carbon dioxide (CO₂) methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) and sulfur hexafluoride (SF₆).

(Adopted from ISO/CD 19694-1:2016 Stationary source emissions. Determination of greenhouse gas (GHG) emissions in energy-intensive industries – Part 1: General aspects)

Greenhouse Gas (GHG) emissions intensity: the quantity of greenhouse gases emitted to accomplish a specified function, task or result. Greenhouse gas emissions intensity is measured as tonnes of CO₂ equivalent (CO₂ e) emitted per unit of output, activity or area. The greenhouse gas emissions intensity of glass is measured as CO₂ e per unit of glass produced.

Groundwater: water which is being held in, and can be recovered from, an underground formation. Renewable groundwater sources can be replenished within 50 years and are usually located at shallow depths. Non-renewable groundwater has a negligible rate of natural recharge on the human timescale (more than 50 years) and is generally located at deeper depths than renewable groundwater. This is sometimes referred to as 'fossil' water. (Adapted from: CDP, 2024)

Input material: materials imported to the glassmaking facility from outside the facility's boundary. Input materials include **raw materials** for glassmaking (which may be mined/ quarried materials, synthesised materials, or recovered materials), as well as energy inputs, refractories, packaging materials and other materials not incorporated into the glass itself.

Lead glass: a glass containing a very significant proportion of lead oxide, usually in silicate based compositions. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Metric: A quantitative measure of data, relevant to what you are trying to measure or analyse. (Adapted from: SBTN, 2023)

Mined / Quarried Materials: natural resources extracted from the earth through mining or quarrying, including minerals, ores, stone, sand, gravel, and other geological substances, which may undergo initial processing (such as crushing, washing, or refining) before being used as inputs for manufacturing or other industrial processes.

Near-term target: target to be met within five years. (Modified from SBTi Corporate Net-Zero Standard: version 2.0)

Near Zero condition in which all anthropogenic **greenhouse gas** emissions within a specified **greenhouse gas**

inventory have been reduced to **residual emissions** (Source: modified from: ISO 14060: 2026)

Net Zero: condition in which all anthropogenic **greenhouse gas** emissions within a specified **greenhouse gas inventory** have been reduced to **residual emissions** and these **residual emissions** are counterbalanced by **anthropogenic carbon dioxide removal** over a specific time period. (Source: modified from: ISO 14060: 2026)

Net tonnage (of glass production): the quantity of glass produced over a specified period of time in metric tonnes minus wastage (internal or home recovered glass). GHG emissions intensity for glassmaking is calculated on the basis of net tonnage.

Organizational net zero: condition in which all anthropogenic **greenhouse gas** emissions within the organization's **greenhouse gas inventory** have been reduced to **residual emissions** and these **residual emissions** are counterbalanced by **anthropogenic carbon dioxide removal** over a specific time period.

Note 1 to entry: In most cases organizations will need to take many **greenhouse gas mitigation** actions to reach organizational net zero.

Note 2 to entry: In this document the organizational boundary includes the organization's value chains.

(From: ISO 14060: 2026)

Ramsar sites: wetland sites designated to be of international importance under the Ramsar Convention. (Adopted from Ramsar Sites Information Service).

Raw material: in glass manufacturing, any unprocessed or minimally processed input substance — such as silica sand, soda ash, limestone, dolomite, or cullet — that is combined to form the glass batch and melted to produce glass. Raw materials supply the oxides (e.g., SiO₂, Na₂O, CaO) that make up the finished glass composition, as distinct from fuel, refractories, or other materials used in the production process but not incorporated into the glass itself.

Receiving water body: a water body that receives a site's discharge, either directly from the site or indirectly from a wastewater treatment provider. See definition of 'water body'. (From Alliance for Water Stewardship).

Recovered Glass: glass that has been recovered for re-use or recycling after it has been produced. Note that the fact that it has been recovered does not imply that it will necessarily be re-used or recycled: a significant proportion of recovered glass may be disposed of as waste, so claimed rates of glass recovery may be higher than the **ResponsibleGlass recycling rate**.

Recovered Glass, home or internal: glass that is recovered at a glassmaking site and is then returned to the batch as a raw material for glassmaking at the same or another glassmaking site. The terms 'home' and 'internal' recovered glass are considered to be synonymous in this context, although a distinction may be made in other sectors. Home or internal recovered glass is excluded from the determination of the **ResponsibleGlass glass recycling rate** metric as well as from the determination of the **ResponsibleGlass recycled content** metric for glassmaking.

Recovered Glass, post-consumer: glass that is recovered for **recycling** or **reuse** after it has been used for its intended purpose. Examples of post-consumer recovered glass include glazing recovered from buildings for replacement or prior to demolition, used car windscreens recovered for recycling, bottles or jars after at least one use, glass from solar panels after use, and glass fibre recovered from wind turbine blades.

Recovered Glass, pre-consumer: glass that is recovered from manufacturing processes of **intermediate** and **final products**, or due to breakage or rejection for other reasons, prior to use. **Home or internal recovered glass** is not included in the definition of pre-consumer recovered glass.

Recycling (of glass): the use of **recovered glass** as an input material for the manufacture of new glass or glass products.

Recycling facility (also called a recycling center or recycling site): a location designated for collecting, sorting, and processing materials that would otherwise be discarded as waste, so they can be reprocessed into new products rather than sent to landfill or incineration.

Reuse (of glass): the use of **glass** or a **glass product** that has been recovered after it has been used and is then used again for essentially the same purpose in a new situation. For example, window panes recovered from a building and then refurbished for re-use in another building. Glass that is recovered and used as a material input for the production of new glass or glass products would be classified as **recycling**.

Reuse Rate: the proportion of a specified final product category that is recovered at the end of its life-in-use and reused, either for the same purpose as the original product, or for another purpose, without requiring to be reprocessed as a raw material. Reuse includes return and refilling of containers. Reuse is considered to be distinct from recycling, when recovered material is reprocessed as a raw material input rather than being reused.

Recyclable: the potential of **glass** or a **glass product** (including glass as a component of an **assembled product**) to be recycled. Glass is, generally, recyclable. However, this does not necessarily mean that glass in a final product is likely to be recovered and recycled in practice, which will be affected by the availability of recycling facilities, the cost and complexity of disassembly in the case of assembled products, the use laminates and coatings, and other factors. The term 'recyclable' should not be used as a 'green' claim in relation to glass unless such usage is clearly linked to disclosure of the estimated **ResponsibleGlass recycling rate** that is achieved for the specific glass or glass product categories that are the subject of the claim.

Recycling: the recovery and reprocessing of materials that would otherwise become waste into products, materials or substances of value whether for the original or other purposes. It includes the reprocessing of organic material but does not include energy recovery and the reprocessing into materials that are to be used as fuels or for backfilling operations.

ResponsibleGlass recycling rate: the ResponsibleGlass metric for glass recycling at the end of its life in use. It is defined as the quantity of a specified glass product category that is recovered at the end of its life in use and used as a raw material for the production of new glass products of any category. The ResponsibleGlass recycling rate includes recycling of e.g. end-of-life cullet from flat glass for the production of new container glass or glass fiber, but excludes the quantity of flat glass or container glass cullet, or glass fiber that may be used as a replacement for aggregate for asphalt or concrete, abrasives, sand substitute for filtration, etc.

ResponsibleGlass recycled content: the ResponsibleGlass metric for the percentage by dry weight of **post-consumer** and **pre-consumer recovered glass** and other materials (e.g. **calumite**) out of the total dry weight of input materials used for the production of glass over a specified period of time. Note that **home or internal recovered glass** does not count towards the calculation of the **ResponsibleGlass recycled glass content**.

Residual greenhouse gas (GHG) emission/ residual emission: anthropogenic **greenhouse gas emission** remaining after implementation of all technically and economically feasible activities to reduce **greenhouse gas emissions** within an organization's **greenhouse gas inventory boundary**.

Note: Over time residual greenhouse gas emissions are revised, as solutions advance, to reflect updated technical and economic feasibility.

Note: Residual greenhouse gas emissions can be expected to be direct/Scope 1 emissions, indirect energy/Scope

2 emissions or other indirect/Scope 3 emissions.

(Source: modified from ISO 14060: 2026)

ResponsibleGlass Certified Glass: glass produced at a glassmaking site which has been certified as conforming with the requirements of the ResponsibleGlass International Standard for Glassmaking, and which meets specified sustainability performance thresholds.

ResponsibleGlass Certified Glass Product: a glass product that is made of **ResponsibleGlass Certified Glass**. This definition implies that 100% of the glass used to manufacture the glass product is **ResponsibleGlass Certified Glass**, and precludes the application of a 'mass balance' or 'book and claim' chain of custody models as the basis for on product labelling of 'ResponsibleGlass Certified Glass Products'. However, it does not necessarily preclude the application of 'mass balance' or 'book and claim' chain of custody models to other, off product claims.

Returnable: a glass container (typically a bottle) that is specifically designed and engineered to be collected from the consumer after use, sent back to the filler or bottler, industrially washed, and refilled with product multiple times before being retired from service — as distinct from a "one-way" container, which is used once and then recycled or discarded.

Secretariat: employees or consultants contracted by ResponsibleGlass Ltd to implement tasks defined within an employment contract, terms of reference or equivalent.

Stakeholder: a person or organisation that can affect, be affected by, or perceive itself to be affected by an organisation's decisions or activities. Stakeholders may include local communities and their formal and informal representatives, indigenous peoples, national or local government authorities, politicians, trade and labour unions, civil society organisations, marginalised groups, religious leaders, or the academic community. They also include suppliers, contractors, distributors and customers, as well as workers and contractors who depend on an organisation for their health and safety and livelihoods. (Source: adapted from ISO 14001:2015(en) Environmental management systems - requirements with guidance for use).

Stakeholder Council: individuals recognised by the ResponsibleGlass Board as representing ResponsibleGlass Members in good standing, together with additional advisors appointed by the Board to represent the interests of key stakeholder groups not otherwise included in the Stakeholder Council.

Standard(s)/ standard(s): the term 'Standard' with an upper case 'S' is used to refer to ResponsibleGlass International Standards, whereas the term 'standard' with a lower case 's' is used to refer to standards in general.

Tank furnace: a furnace in which the bottom part (the tank) is filled with molten glass. The tank is constructed from very resistant and close fitting refractory blocks. Tank furnaces vary in capacity from a few hundred tons of glass to several thousand tons and the hottest parts operate at temperatures up to 1600°C, and higher. (From: Society of Glass Technology Glossary of Terms in Glass Science and Industry).

Tonne: a metric tonne, with 1 metric tonne being 1,000 kilogrammes or 2 204.6 pounds or 1.1023 short tons (US usage).

User: the person or organisation that puts a glass product to its intended purpose during its life-in-use — for example, drinking from a returnable bottle, storing food in a jar, or glazing a building — without necessarily owning, purchasing, or ultimately disposing of it.

Wastewater: any water that has been affected adversely in quality by human use for domestic, industrial,

commercial or agricultural purposes. (Source: Rainforest Alliance, 2025)

Water body: a water body is a certain clearly distinguishable part of surface water, such as a lake, a stream, river or a part a stream or river. For groundwater, it is the aquifer. (Adapted from: European Environment Agency)

Water consumption: the amount of water drawn into the boundaries of the site and not discharged back to the water environment or a third party. Water consumption is equal to the volume of water withdrawn minus the volume of water discharged. (Adapted from: TNFD, 2023)

Water reuse: the process of intentionally capturing wastewater, stormwater, saltwater or greywater and cleaning it as needed for a designated beneficial freshwater purpose such as drinking, industrial processes, surface or ground water replenishment and watershed restoration. Water reuse is also known as water recycling. (Adapted from: WaterReuse Association)

Water source: water sources include water withdrawn or captured from surface water, groundwater, precipitation, seawater and atmospheric water. (Adapted from: TNFD, 2023)

Water use: a general term for water that is withdrawn and used by the site. Consumptive water use refers to water that is evaporated, transpired, incorporated into products or crops, consumed by humans or livestock, or otherwise not returned to the catchment. Water that is returned to the catchment, or a different catchment than the point of withdrawal, is considered non-consumptive water use. (Adapted from: United States Geological Survey, 2019)

Water use efficiency: the amount of water used to accomplish a specified function, task or result. Water use efficiency is measured as cubic meters of water used per unit of output, activity or area. (Adapted from: CEO Water Mandate, 2024)

Water withdrawal: the sum of all water drawn into the boundaries of the site from all water sources for any use. (Adapted from: CDP, 2024)

Water Stewardship: the use of water that is socially and culturally equitable, environmentally sustainable and economically beneficial, achieved through a stakeholder-inclusive process that involves site- and catchment-based actions. (From Alliance for Water Stewardship: The AWS International Water Stewardship Standard, Version 3.0).

Worker: person performing work or work-related activities that are under the control of the site. Persons perform work or work-related activities under various paid or unpaid arrangements, such as regularly or temporarily, intermittently or seasonally, casually or on a part-time basis. The work or work-related activities under the control of the site may be performed by workers employed by the site or its corporate owner, workers of external providers, contractors, individuals, agencies, and by other persons. Workers include top management, managerial and non-managerial persons. (Adapted from ISO 45001:2018(en) Occupational health and safety management systems - Requirements with guidance for use)

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