

# Case Study

# Issues Management

## Client

### Crystal Window & Door Systems

*National manufacturer of vinyl and aluminum windows and doors and high-end fenestration systems*

## Challenge

As the client company grows, there is a greater need to manage community and government relations and issues impacting the business.

## Actions

- Work closely with senior management to provide strategic counsel on a variety of issues including:
  - Economic and government incentives
  - Proposed legislation and regulations
  - Regulatory requirements impacting operations
  - Business and industry organization involvement
  - Charitable contributions



## Results

- Crystal Windows continues to manage critical issues proactively.
- The company provides constructive input, direction and acts in leadership roles for numerous trade and community organizations important to its business.
- Crystal Windows is viewed as a significant business entity in New York City (its headquarters) as well as other manufacturing locations.