

# SAYING 'YES' THE KEY TO PALMERS GLASS SUCCESS

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THE KEY TO PALMERS GLASS SUCCESS  
IS SAYING 'YES'



'In the 1970s my dad, Barry Palmer, opened a one-man glass business from our family garage' explains Rob Palmer, owner of Palmers Glass in Sydney. 'When I was in high school, I would help him out wherever possible, and I shared his passion for the building industry.' Rob learned all the basics of the glass trade and began a carpentry trade while still under the guidance and encouragement of his Dad.



When Rob was 24, his father's health declined, which meant he could no longer run his glass business. Barry asked Rob if he wanted to take over the business, and Rob (who was keen to combine it with his carpentry) said yes. So, in 1988 Palmers Glass and Carpentry was founded.

Together with his wife Tina, Rob continued to run Palmers Glass from the garage for another 11 years, employing two staff. In 1999, a factory on the main road in Gladesville became available, so they moved in ... and that's when Rob recalls 'it all went crazy!'

Rob admits 'my team and customers know that I have always said yes to every job without hesitation! That has sometimes landed me in trouble with my production and installer team, but we hire such great capable people that we always deliver. That's been a huge factor in our success.'

Saying 'yes' to every job was clearly working well for the business, because 12 months after moving, it grew to 18 staff, so in 2001 they relocated to the current premises on

Buffalo Rd. Within 12 months they doubled in size again and expanded to another factory across the road.

'Now we have our office, showroom, stock storeroom, paint booth and lamination line in one facility, and production in the old factory. It works well because our customers can see everything we do in its shiny and clean form, while most of the mess happens across the road!' laughs Rob.

Rob recalls his most significant business challenge as being constantly let down by suppliers. That frustration led to a major pivot for Palmers Glass in 2004; the purchase of their own manufacturing machines so they could be self-sufficient. The business now owns two auto tables, two CNC machines, a water jet, a polish machine, a paint booth, a sandblast machine, and a toughening and lamination line, operated by 10 staff. This investment in technology has allowed us to evolve from a basic glass-replacement company, to an end-to-end service that can say yes to almost any architectural frameless project Sydney can throw at us. In fact, we are one of only a few businesses who can actually manufacture AND install.'

Today, Palmers Glass installs frameless shower screens, balustrades, roofs, floors and structural glazing. They also have a business arm that services local schools, councils, hospitals and strata places, which they have operated successfully for over 25 years.



Palmers Glass has received several AGWA awards, but the one they are most proud of is the 2021 Award for supplying and fitting glass balustrades and frameless impressions of The Rising Sun at the Anzac Memorial in Sydney. Rob explains 'The brief from the Memorial Committee was fairly simple: everything had to be manufactured in Australia, which is what the Palmers Glass team pride ourselves on. Our team worked meticulously to deliver a striking glass window over the memorial at Hyde Park.'

The 40-strong Palmers Glass team continues to meet the exceptionally high standards set by the Sydney residential and commercial building market, while still maintaining that original family feel.

'Tina and I are very proud of our hardworking management and office staff, who've done a great job steering the business through the last couple of challenging years. We keep saying yes, and our team continues to deliver. That seems to be working so far' ends Rob.

