

Corporate & Social Responsibilities Charter



Introduction

Symphony recognises that, as a responsible organisation, it is necessary to balance wealth creation with corporate responsibility and this Corporate Social Responsibilities Charter outlines our values in four core areas:

1. The Marketplace
2. The Workplace
3. The Environment
4. The Community

Core values

1. The Marketplace
 - We will manage our business with respect and integrity.
 - We will adhere to the highest ethical standards when building relationships with customers and suppliers alike.
 - We understand that partnerships are the cornerstone of sustainable business and that the dedication of our people builds trust and strengthens those partnerships.
 - We will aspire to deliver the highest level of service and quality to all of our customers whilst building long-term partnerships with our suppliers.
 - We will only deal with suppliers who conform to accepted human rights policies.
2. The Workplace
 - We will treat all of our employees equally, fairly, consistently and with respect and dignity.
 - We will encourage and reward responsibility and accountability.
 - We will actively encourage teamwork and cooperation and will encourage our employees to develop to their full potential.
 - The health, safety and wellbeing of our employees are paramount and we are committed to providing a healthy and safe working environment for all.

A handwritten signature in black ink, appearing to read "John Dunsford".

John Dunsford
Director

Reviewed December 2024 (next review within 18 months)



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3. The Environment

- We will conduct our business in ways that minimise damage to the environment, as far as possible.
- We will adopt responsible product sourcing strategies, based on renewable and/or sustainable resources.
- We will operate an environmental management system in compliance with ISO 14001 and we will continually look to reduce or eliminate waste from our processes.
- We will invest in energy efficient technology and optimise the reuse of waste materials to generate internal energy.

4. The Community

- We will look to contribute our time, expertise and resources to help local communities wherever we do business.

Accreditation

We will maintain accreditation to the following standards and bodies in order to ensure our Corporate Social Responsibilities are continually reviewed by independent parties:

| | | |
|-------------------|----------------------------|--|
| Quality: | ISO 9001 | Valpak |
| Environment: | ISO 14001 | FIRA Gold Award |
| Chain of Custody: | BM Trada | FIRA Furniture Industry Sustainability Programme |
| Health & Safety: | SSIP – Worksafe Contractor | NHBC Safemark |

KPIs

We will measure and record KPI's in each of the four core value areas:

1. The Marketplace

- % repeat business from customers
- % repeat business with suppliers
- % right first time in installations
- % right first time on manufacturing

John Dunsford
Director

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2. The Workplace

Accidents per 100,000 employees and per 100,000 working hours
RIDDOR per 100,000 employees and per 100,000 working hours

3. The Environment

% timber sourced from FSC approved suppliers
% of recycled content of packaging sourced from suppliers
% of hybrid/electric vehicles in the car fleet

4. The Community

£ donations
Number of local projects supported

Other Policies

We will maintain, review and ensure adherence to the following supporting company policies:

Anti-Bribery & Corruption Policy
Anti-Slavery Policy
Health & Safety Policy
Environmental Policy
Timber Purchasing Policy
Quality Policy
Equal Opportunities Policy Statement

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