

Sustainability Strategy 2025



In harmony with the planet

Sustainable Approach

We have always taken our responsibilities to the environment seriously and are committed to playing our part by learning, innovating, and implementing sustainable actions to limit our impact on the planet.

2025 will see us start the process of signing up to the Science Based Targets initiative (SBTi). The SBTi is a globally recognised initiative that will help us set Net Zero Carbon reduction targets in-line with the Paris Climate Agreement. This includes a target for our Scope 1 and 2 emissions, and a target for our Scope 3 emissions. We've already committed to signing up to REGO-backed electricity for all our sites by the end of 2025. This electricity will be procured via a consortium to ensure it is sourced from genuine renewable energy.

As well as running a sustainable operation, we work hard to ensure our products meet equally high sustainable standards. With our furniture being timber-based we ensure that the wood we use is sourced from responsibly managed forests and other controlled sources, and is FSC® certified. We also strive to include recycled content where we can. Our cabinet chipboard is manufactured from 74% recycled content, whilst our door and drawer fronts include ranges with various levels of recycled content. A selection of finishes offering 100% recycled board and foils made from 70% recycled PET (used plastic bottles).

Key Figures 2024



Business

£328m

Turnover in 2024

3,000

Kitchens manufactured per week

41%

Reduction in carbon emissions per £1m turnover 2017-2023



People

1,800

Employees

Remuneration

We pay the UK real Living Wage



Environment

100%

We offer several decors manufactured using 100% recycled material

100%

We only use water-based paints on our paint to order ranges

0%

Zero manufacturing waste to landfill

0%

No gas used at our HQ

70%

rPET foils introduced over several ranges

Sustainability Highlights 2024

Product Specific Carbon Calculations

Symphony worked with Action Sustainability to accurately calculate the carbon in our products. This is modelled in an automated report that our customers can request at any time and is the first in the industry.



The Future Homes Hub

In 2024, we became members of The Future Homes Hub. The Hub aims to develop a long-term delivery plan for the sector in line with the Government's legally binding net zero and wider environmental targets.



Wild Spaces

We've continued to support The Yorkshire Wildlife trust as Gold Members. Our employees have been out into our local community and making a difference to our wild spaces.



Winners

We won the South Yorkshire Regional Large Manufacturer of the Year Award for our excellence in manufacturing and the Sustainability Award for our dedication to sustainable practices.



Heat Mapping

Last year, we started to heat map our timber products country of origins, ranking them for the potential risks of corruption, climate risk and modern slavery.



Target Hit

In June 2024, we exceeded our corporate target of 75% of our car fleet being hybrid/electric.



Our ESG Priorities

Environmental

Symphony[®]
SINCE 1971

S

G

Social

Governance

Environmental

We care about the planet and recognise our responsibility to operate sustainably.

- Signing up to the SBTi, committing to be Net Zero Carbon by 2050.
- Designing our products with a 'Circular Economy' model.

Alignment with UN Sustainability Goals



Ensure sustainable consumption and production patterns.



Take urgent action to combat climate change and its impacts.



Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

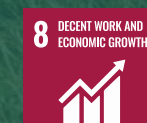
Social

To take care of people working for us and in our supply chain, whilst positively impacting local communities.

- We prioritise staff wellbeing.
- Ethical and responsible sourcing.
- Contribution to the local community and charity.



Ensure healthy lives and promote well-being for all.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

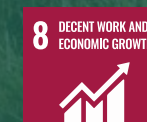


Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

Governance

To ensure the longevity of the company through market competitiveness and risk management.

- Identify and mitigate risks in the supply chain.
- Partnerships and certification.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



Ensure sustainable consumption and production patterns.

Environmental ESG



ESG – Environmental



Signing up to the SBTi, committing to be Net Zero Carbon by 2050

In 2025 Symphony is starting the process of signing up to the Science Based Targets initiative (SBTi). The SBTi promote best practise in emission reduction and setting Net Zero Carbon targets in line with the Paris Climate Agreement.

Our targets will include carbon reduction targets for our Scope 1 and 2 emissions, and a target to reduce our Scope 3 emissions.



Our Scope 1 and 2 Carbon Emissions

Emissions Assessment		2023
Scope 1: Combustion of fuel and operation of facilities	Natural Gas (tCO ₂ e)	601
	Direct Transport (tCO ₂ e)	8,236
	LPG (tCO ₂ e)	155
	Biomass Boiler (tCO ₂ e)	146
	Total Scope 1 tCO ₂ e	9,138
Scope 2: Electricity purchased (inc for purposes of charging Electric vehicles)	Location Based (LB) (tCO ₂ e)	2,881
	Market Based (MB) (tCO ₂ e)	2,751



Net Zero Carbon by 2050

How are we going to reach Net Zero Carbon for Scope 1 and 2?

We will procure genuine REGO backed electricity tariffs direct from source for our all our sites by the end of 2025.

Complete the implementation of LED lighting in all our sites by the end of 2027.

To procure green gas tariffs for our operating sites by the end of 2035.

To re-evaluate our company car fleet to further reduce carbon emissions.

To review alternative fuels for our delivery fleet and change to new lower carbon fuel when the technology is commercially viable.

How are we going to reach Net Zero Carbon for Scope 3?

We will engage our supply chain to bring them on the journey with us to:

Decarbonise the supply chain.

EPDs/LCAs for our core product materials.

Low carbon manufacturing and delivery from our suppliers to our production sites.

Obtain carbon data that reaches beyond our Tier 1 suppliers, helping us plan for the future.

Product specific carbon reporting

We have led the industry by recording actual carbon data from our supply chain. As a result of this, we can now provide customers with meaningful, rather than spend based, carbon data reports.



4.3%

The average MPG has increased by 4.3% in our delivery fleet from 2018–2024.



Our Operation

Efficiency on the Road

The Symphony fleet of vehicles is amongst the most fuel efficient on Britain's roads, due to the inclusion of Bluetec Euro 6 Mercedes Actros delivery vehicles.

The Symphony fleet utilises the latest fuel technology, converting nitrogen oxides into harmless nitrogen and water, reducing emissions and keeping our air cleaner.

All Symphony furniture is electronically scanned on to the vehicle, to ensure that everything is correct, and scanned off at point of delivery. We can therefore confidently guarantee delivery accuracy, keeping our delivery journeys to a minimum.

We're continually reviewing alternative low carbon fuels for our fleet, with a view to implement the technology when it is proven to be reliable and commercially viable. Strategic journey planning and regularly updating our vehicles has helped increase the average vehicle MPG in our delivery fleet by 4.3% from 2018 – 2024.

Hybrid Car Fleet

April 2021 saw the introduction of hybrid electric cars in our company car fleet. In March 2024, we hit our target of 75% of the car fleet being hybrid/electric.

Since we converted the car fleet to hybrid/electric, we're achieving just over 210 extra miles driven per carbon tonne emitted.



Our Operation

Manufacturing and Head Office Credentials

The design and construction of Symphony's state-of-the-art manufacturing and Head Office facilities incorporated BREEAM standards, including high levels of insulation and energy efficiency.

Our facility uses a sophisticated dali zoned lighting system in the office and warehouse areas. This detects occupancy, daylight and dimming to ensure best electrical energy use in busy areas, whilst the use of LED lights further conserves electricity.

Our new 300,000 sq. ft. factory has increased our storage and manufacturing capacity, along with enabling the renewal of key equipment, to then allow Symphony to fulfil plans for growth. This facility also incorporates BREEAM standards and features 26 electric car parking charge points.

Environmental Management System

We have been awarded the ISO14001: 2015 standard for our Environmental Management System for which we are audited twice a year. This is an international standard that specifies a process for controlling and improving a company's environmental performance. We were the first company in the industry to attain the ISO14001 standard for recognising and controlling the effects of manufacturing on the environment.

300,000

sq. ft. factory

26

electric car charging ports

BREEAM

standards



Biomass Boiler

Following the inclusion of a biomass boiler in our new factory, the Barnsley head office and manufacturing site is now fueled by two of the largest biomass fired boilers in the UK.

Our boilers are fed with wood waste from our manufacturing operations, which is stored in a 500m3 storage silos. We employ 100% recirculation systems to optimise waste and minimise emissions.

We led the industry in 2007 when we installed our first boiler which negated the need for a gas supply to the site, and in 2019, updated this biomass boiler with a newer more efficient model. In doing so, we saved the release of 1604tCO2e in 2024 by using biomass instead of natural gas.



1604tCO2e saved in 2024 is equivalent to:

1,309

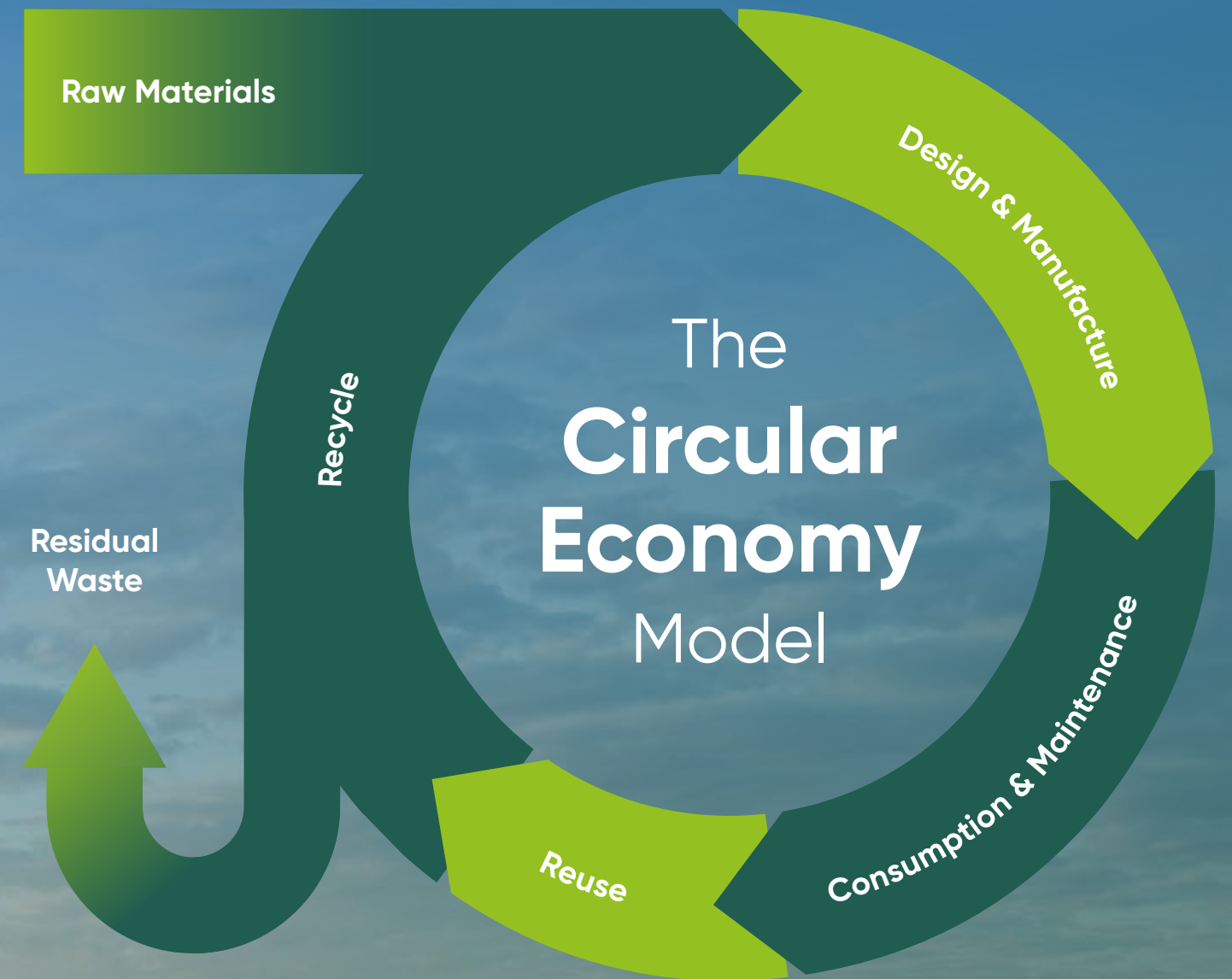
homes' electricity usage for one year

5,548

electric powered cars being driven for one year

Designing our products with a Circular Economy model

This consumption model aims to extend the life cycle of products through reusing, repairing, refurbishing, and recycling. The goal is to minimise waste and maximise value.



Design and Manufacture

Designing our products with a 'Circular Economy' model

We minimise the use of virgin materials by increasing our products recycled material content where possible. This includes using recycled content in chipboard, foils for wrapping kitchen frontals and plastic components. This reduces the volume of virgin material that is required, such as virgin timber, and in doing so helps to conserve the Earth's natural resources.



All our furniture has achieved the FIRA Gold Product Certification.

FIRA is the recognised quality mark for furniture and this certification demonstrates that our high quality products provide a consistent level of performance, and are tested against all relevant British and European Standards. Testing includes; structural performance, safety, stability, ergonomics, finish performance, effects of atmosphere (moisture, humidity and temperature), flammability and workmanship.

100%

We only use water based paints on our paint to order ranges

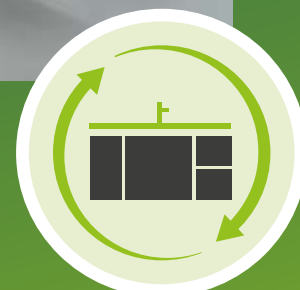
Water Based Paints.

We have led the way in the quality of our paint finishing and the early adoption of water-based paints. We are proud to have been the first large British furniture manufacturer to have successfully converted all our paint to order finishes from solvent to an environmentally friendlier water-based option.



100%

All our cabinet legs are made from 100% recycled plastic.



Product Credentials



Harvard Platinum

We utilise 70% recycled PET (rPET) foils across several of our ranges because they have less of an environmental impact than the PVC foils traditionally used. 70% of the PET foil that we are using is made from post-consumer recycled plastic bottles.

We offer a range of decors that are manufactured using various levels of recycled chipboard. These are available across our kitchen, bedroom and bathroom brands. Please visit the [sustainability section of our website](#) to view details about the recycled content.



74%

of our cabinet chipboard is from recycled material



100%

Several decors use 100% recycled chipboard.





We comply with the Valpak 'Packaging Compliance Scheme' and use effective but resource efficient packaging. A key example of this is our use and reuse of protective blankets on all our vehicles delivering to building sites, reducing the use of cardboard boxes or other materials.

Recycled Blankets

Reduces the packaging required to transport products to building sites



Consumption & Maintenance

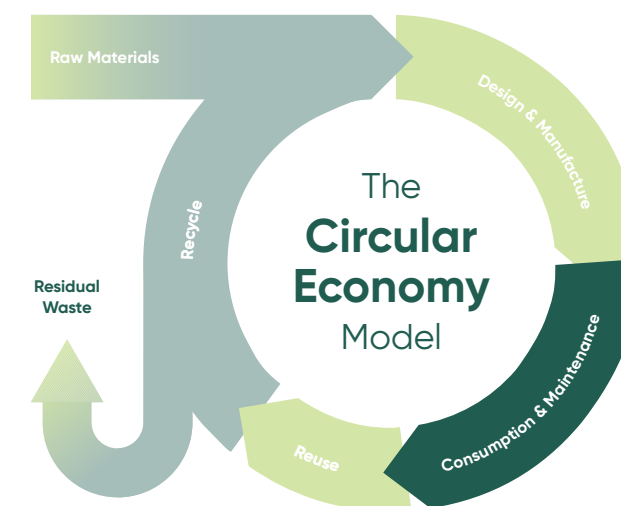
Cabinet Construction

Our cabinet construction embraces the 'Repair, Not Replace' ethos.

Our 'cam and dowel' construction method provides the significant environmental benefit of enabling any component on a Symphony cabinet to be replaced if any damage occurs in the products lifetime. This means less material is used for replacements and less waste finds its way to landfill.

Glue free cabinet assembly.

As we avoid using glue to secure our cabinets, we have a cleaner healthier working environment, plus our 'cam and dowel' construction method gives an equivalent finished cabinet strength.



Packaging Credentials

Cardboard boxes are sourced that are made from 100% recycled materials, whilst the corner protectors that we use on individual doors and panels are now protected with recycled pulp corners. Where plastic corner protectors are still used, they are made from 100% recycled plastic.

We aim to be as efficient as possible with the volume of packaging that we use and we are committed to continually improving the specification of our packaging materials. We closely monitor and record our packaging specifications, including the percentage of recycled material and we minimise single use virgin plastic where possible.

4.5m

Plastic corner protectors saved in 2024

100%

All of the cardboard boxes that we purchase are made from 100% recycled materials



The
**Used Kitchen
Company**

Reuse

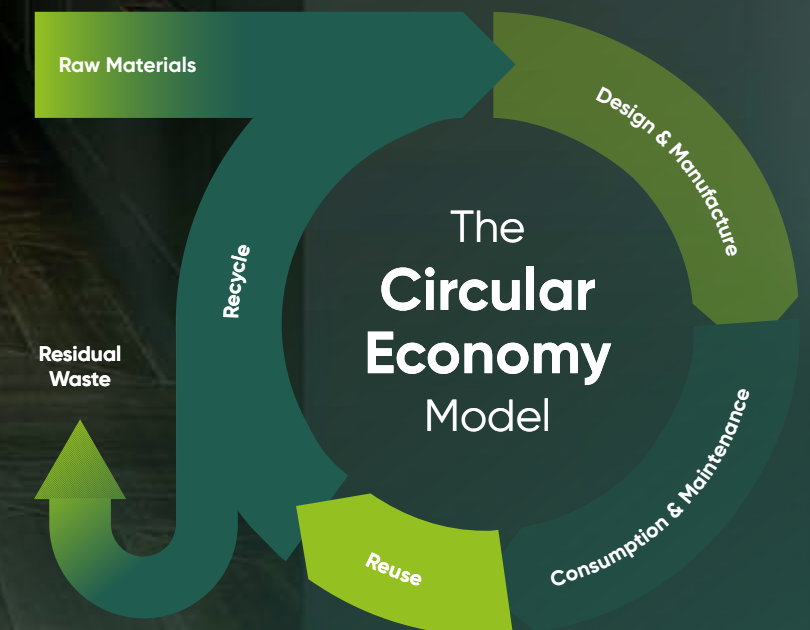
Our partners at The Used Kitchen Company specialise in rehoming used kitchens, including ex-displays from our marketing suite and retailer showrooms. Plus consumers are encourage to list their existing kitchen prior to purchasing a new kitchen.

The Used Kitchen Company has saved thousands of kitchens from going to landfill since launching the kitchen recycling concept in 2005.

Recycling

Our core product components are timber, metal and plastic. These components can be separated for recycling, allowing them to be reused in the manufacture of other products.

Plus, as detailed previously, we also utilise recycled material in place of virgin material in many of our products.



Waste Reuse and Recycling

1,528.9 tonnes

In 2024, 1528.9 tonnes of excess chipboard was taken away from our manufacturing sites for use in the agricultural industry.

We eliminate unnecessary waste and recycle the remaining waste where we can. Our manufacturing process generates 0% waste to landfill, whereas only 1.47% of the total waste from our head office, production and distribution sites in Yorkshire went to landfill in 2024, with the vast majority being recycled. We are committed to continue to manage and reduce both operational waste and waste associated with product installation.

Excess chipboard shavings from our biomass boiler are taken away for use in the agricultural industry. This is used as cow bedding to help decrease the somatic cell count of their milk. A high somatic cell count is a lower value milk. When the cubicle is cleaned out, the dirty bedding is removed and ends up back on the land as a fertiliser. No product is wasted as any spillages are sent back round the system.

In 2024 our recycling saved the equivalent of;

1,554,761

2 Litre drinks bottles

6,911

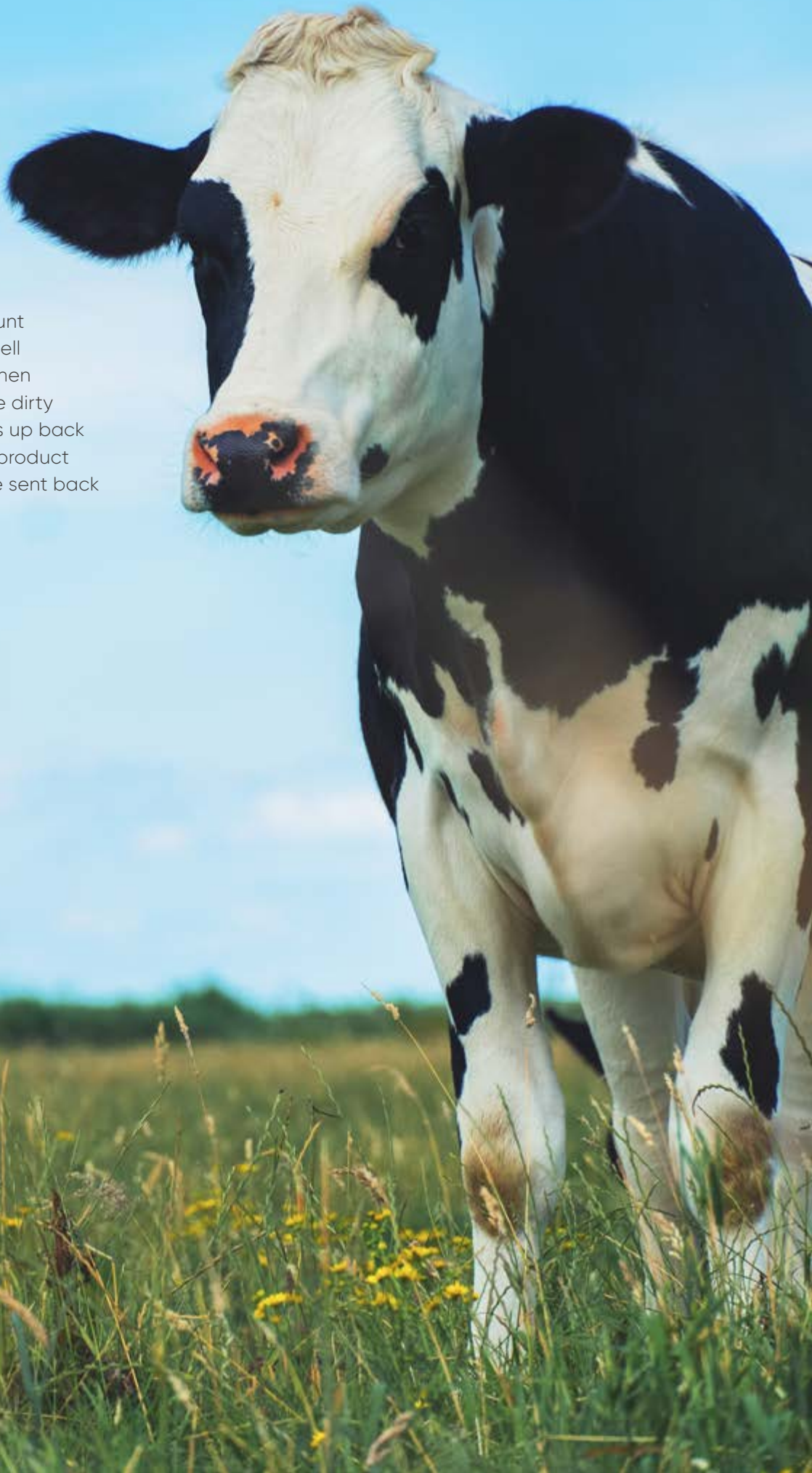
Trees saved

1,016,500

Litres of water saved

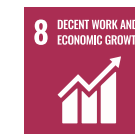
4,469,566

KWh saved, enough to power 955 homes for an entire year



ESG

Social



ESG – Social

We prioritise staff wellbeing

Promoting a positive working environment and staff wellbeing

We are proud to provide a safe and positive working environment for all our employees. Our key focusses include health & safety, fairness, inclusion and respect, and we have set policies in place to ensure staff wellbeing is maintained to a high standard including mental health first aiders and health surveillance for our factory operators.

343

customers participated in training sessions in 2024

864

customers participated in virtual courses in 2024

We are an equal opportunities employer, with a healthy split of male and female staff across departments including in leadership positions.

We have a dedicated training department who provide regular training sessions for both staff and customers.

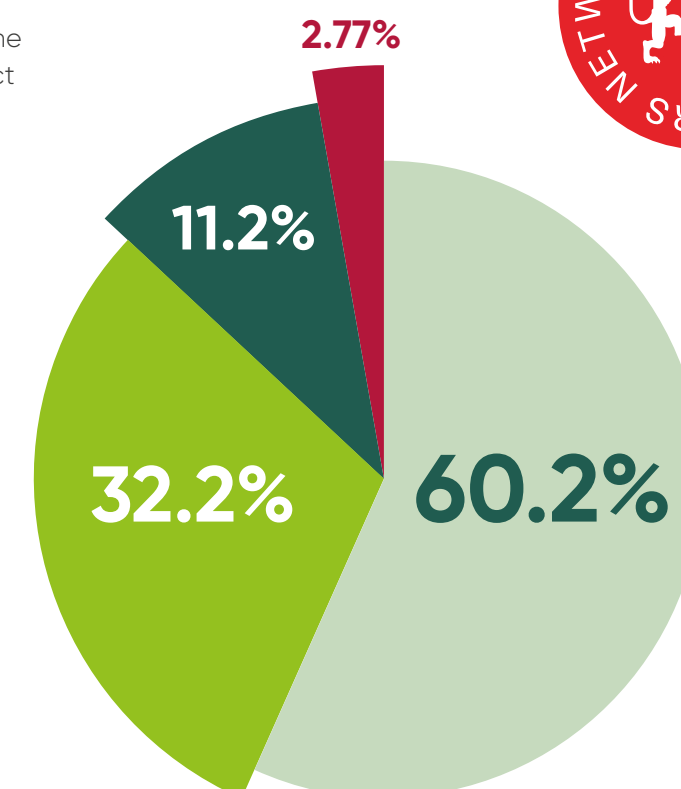
We also offer RIBA approved courses free of charge to architects and designers.

Staff retention

Our employees are critical to the delivery of the outstanding service that our customers expect from us. Symphony encourage staff to develop with the business and promoting internally where possible. Training pathways are developed to help future leaders settle into their role.

Our employee satisfaction is reflected in our staff retention rates;

- 5+ Years of Service
- 10+ Years of Service
- 20+ Years of Service
- 30+ Years of Service



Ethical and responsible sourcing

Responsible Sourcing

Through our strategic, long-standing relationships with a carefully selected group of core suppliers, we have developed a robust and transparent supply chain that goes beyond mere transactional interactions. These partnerships are founded on shared values of sustainability, allowing us to work collaboratively to maintain the highest standards of ethical sourcing, support forest conservation efforts, and guarantee a secure and sustainable supply of materials that meet our stringent environmental and social responsibility criteria.



The mark of responsible forestry

All the timber-based products used in our furniture are sourced with full FSC® certification.

This ensures that the wood comes from well-managed forests and other controlled sources that are run in accordance with strict environmental, social, and economic standards. Symphony became the first in the industry to be certified with a full Forest Stewardship Council® (FSC®) chain of custody and we are committed to supporting international systems of timber sourcing from independently verified well managed forests and other controlled sources.

100%

All our timber materials are FSC® certified.



Contribution to the local community and charity.

YWT
Highlights



Tree planting at the Oaks Lane site as part of a project lead by Barnsley Council called 'Branching Out Barnsley'.

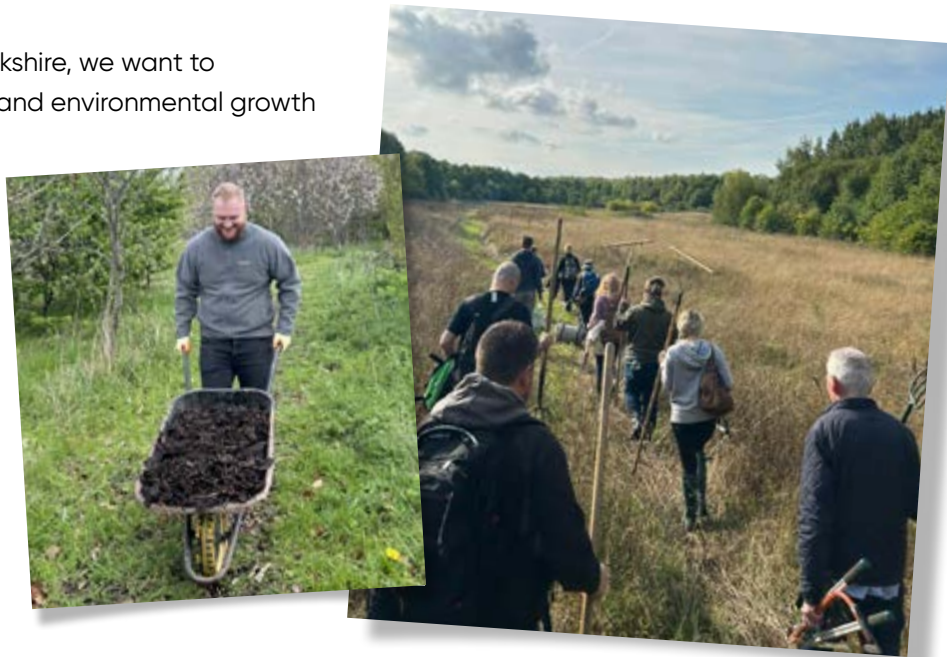
Pond management - Our team were tasked with clearing out pond weed and tidying up the ponds banking's, allowing wildlife to flourish, and helping the people of Leeds better connect with nature.



The Yorkshire Wildlife Trust

We're proud to be Gold Members of The Yorkshire Wildlife Trust. The Trust is a conservation charity dedicated to creating a Yorkshire that's rich in wildlife for the benefit of everyone. They provide places for wildlife to flourish in a shared landscape that restores our connection to nature.

With our manufacturing sites based in Yorkshire, we want to contribute to improved social, economic, and environmental growth in our community. By working closely with the trust, we're involved in promoting biodiversity within our local community, and helping conserve environmental sites that are used daily by our fellow Yorkshire folk.



Our team worked hard to create a new path to encourage the people of Leeds to get off the pavements and into the green spaces of the city. This new path was constructed entirely from materials in Wyke Beck Valley.



Meadow management - removing excess cuttings from the meadow to help wildflowers outcompete the overgrown grass.

Community and Charity

We work with local community initiatives and charities

Barnsley Business Education Alliance

The Alliance provides support between schools and employers to help raise the aspirations of Barnsley's young people and helps to reduce skill shortages across Barnsley. This helps Symphony grow deeper links in the community and increases the awareness of our business. We engage with local schools to share our experiences of working life and what its like to be part of the Symphony family.

Customer support

We often collaborate with customers to understand and participate in their social value requirements. This could be providing sponsorship to local causes and working with their chosen local charities, volunteering on a workday or providing a kitchen for a project.



RSPCA

We recently provided our local RSPCA office in Doncaster with a new kitchen, thanks to housebuilder Keepmoat volunteering for the charity.

The team at Keepmoat noticed that the kitchen at the RSPCA office wasn't ideal or fit for purpose, and worked alongside us to supply and install a brand new Symphony kitchen.



Symphony's Alan Kinnes went to Malawi with Miller Homes in support of 'Habitat for humanity' in 2019, building homes and fundraising for a fantastic cause.



Barratt Jigsaw

We donated to Barratt Developments to help create the Barratt Zed House Jigsaw, aimed at helping schools start conversations with young people about how to build sustainable homes and places.



Supporting the homelessness charity 'Hopestead'.

Hopestead is part of the housing provider Flagship Group, who launched an innovating festive fundraiser.

Taylor Wimpey 31 Mile Walk Charity Event

We sponsored an ice-cream truck for the day for the hikers and their families to enjoy.



Freedom Accessible Kitchens

Everyone should be able to use and enjoy their kitchen, it's the hub of the household and a space to bring people together. With 24% (16.1 million people) of the UK population living with a disability the need for accessible kitchens has never been more important. This is why we partnered with the UK's leading accessible kitchen designer Adam Thomas, to develop and industry leading range of multi-generational accessible kitchens.

Working in partnership we have incorporated Adam's design principles into Freedom, alongside compliance with the building regulations and alignment with the recommendations from the Wheelchair Housing Design Guide 2018 and the RIBA Inclusive Housing Design Guide 2024.

The result is a unique collection of kitchens that are both accessible, safe and empowering.

Our training team offer free of charge RIBA training sessions 'Accessible Kitchens for Wheelchair Users: A Best Practice Guide' to ensure that architects and designers create the best possible living space.

freedom
Multi-generational
accessible kitchens



ESG

Governance



ESG – Governance

Symphony's strong governance is the reason the business has grown and expanded at the rate it has. We will continue to service our core markets through dedication to outstanding customer service and product excellence.

As the business continues to grow and promote sustainable practice, we have established an ESG committee with the relevant directors and department heads.

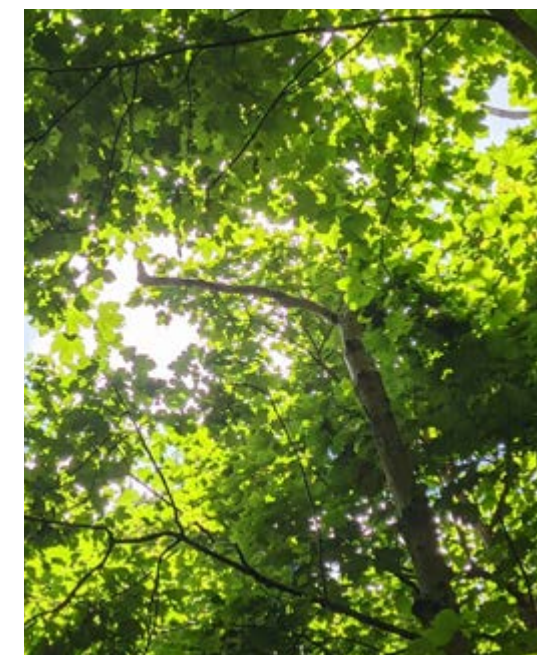


Identify and mitigate risks in the supply chain

Risk Mitigation

We have 'heat mapped' all our timber products to their country of origin to help assess risks such as corruption, modern slavery or climate in our supply chain.

We are enhancing our supply chain due diligence by aligning our supplier agreements with the Ethical Trading Initiative base code principals.



Partnerships and Certification

A key part of our sustainability work is centred around our business memberships, partnerships and certification. These carefully selected schemes help us drive our sustainability initiatives, from making valuable contributions to our local community and charity, to ensuring our products are manufactured to a high standard and are sourced responsibly.



Future Homes Hub

In 2024, we became members of the Future Homes Hub. The Future Homes Hub has been established to facilitate the collaboration needed within and beyond the new homes sector to help meet the climate and environmental challenges ahead.

In September 2020, the Future Homes Task Force was set up to develop a long-term delivery plan for the sector in line with the Government's legally binding net zero and wider environmental targets.

Responsible Literature Production

We acknowledge that a well-designed physical brochure can play a key part in the research and decision process when buying a high ticket item like a fitted kitchen, bedroom or bathroom. We are proud of the look and feel of our literature, but also recognise the need to produce it in a responsible way. This is why we have a corporate target to reduce the total weight of paper used to produce our literature and also why, since May 2021, all our literature has been carbon balanced.

This involves offsetting emissions by protecting threatened habitats which avoids the release of stored carbon. This also enables the regeneration of degraded habitats. All carbon balanced projects are carefully designed and ensure offsets are delivered at sites where they are measurable, verifiable, and properly monitored.

29%

reduction in printed literature weight from 2021-24



Supply Chain Sustainability School

The Supply Chain Sustainability School is a collaboration between major UK contractors, and helps suppliers and sub-contractors become more sustainable.

Launched in 2012, the School is a multi award winning initiative which represents a common approach to addressing sustainability within the supply chain. With more than 20,000 members, the School provides free practical support in the form of e-learning modules, tailored self-assessment and action plans, sustainability training and networking opportunities.

We maintained our Gold status in 2024, having first been awarded our Gold badge from the school in 2021.

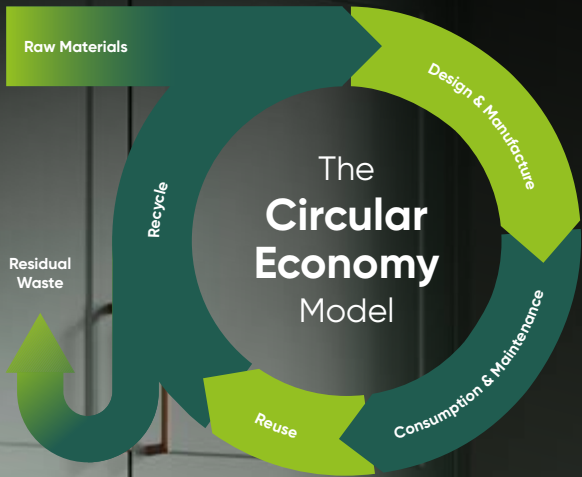


The Used Kitchen Company Collaboration

Symphony is delighted to partner with The Used Kitchen Company (TUKC) to extend the life of old kitchens by finding them new homes.

TUKC is an online platform for selling used kitchens and Symphony retailers are being encouraged to recycle their ex-display kitchens through www.theusedkitchencompany.com whilst also urging customers to recycle their old kitchens.

The Used Kitchen Company has saved thousands of kitchens from going to landfill since launching the kitchen recycling concept in 2005.



Certification



Quality Assurance

We were the first company in our industry to gain the quality assurance accreditation BS 9002 Part 2 and ISO 9001-2008. Quality management processes are all about continuous improvement, review and development. Symphony was awarded this certification in recognition of the quality and consistency of its production and control systems.



Environmental Assurance

We have been awarded the ISO14001: 2015 standard for our Environmental Management System for which we are audited twice a year. We were the first company in the industry to attain the previous 2004 standard BS EN ISO14001: 2004 for recognising and controlling the effects of manufacturing on the environment.



FORS Gold

Symphony has been assessed and has met the Gold level requirements of the Fleet Operator Recognition Scheme (FORS).



Accredited Member of FIRA

Symphony is a fully accredited member of the Furniture Industry Research Association and all Symphony furniture is FIRA Gold Award certified. This is the ultimate mark of product excellence within the furniture industry. This award provides a solid reassurance that a product meets all necessary standards. The award provides comprehensive testing and ongoing auditing programmes, for a complete range or item of furniture, thus ensuring that it has been manufactured to the highest possible standards.



FSC®

Symphony became the first in the industry to be certified with a full Forest Stewardship Council® (FSC®) chain of custody. The trademark indicates that wood used comes from well-managed forests or other controlled sources, in accordance with strict environmental, social and economic standards. All our timber-based materials are sourced with full FSC certification and we are committed to supporting international systems of timber from independently verified, well managed forests.



www.symphony-group.co.uk/sustainability