

# Corporate and Social Responsibilities Charter

# Symphony<sup>®</sup>

## 1. INTRODUCTION

Symphony recognises that as a responsible organisation, it is necessary to balance wealth creation with corporate responsibility and this CSR Charter outlines the company's values in four core areas:

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

## 2. CORE VALUES

### a) 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.

### b) 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 health and safe working environment for all.

### c) 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.

### d) The Community

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

### 3. ACCREDITATION

- We will maintain accreditation to the following standards and bodies in order to ensure our CSR responsibilities are continually reviewed by independent parties:

Quality:	ISO 9001	BSI Kitemark
Environment:	ISO 14001	Valpak
Chain of Custody:	BM Trada	FIRA Gold Award

### 4. KPI's

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

a) The Marketplace

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

b) The Workplace

- Accidents per 100,000 employees
- RIDDOR per 100,000 employees
- Employee turnover %
- Sickness days lost

c) The Environment

- % timber sourced from FSC approved suppliers
- Packaging waste per £m sales
- Average CO2 emissions from car fleet

d) The Community

- £ donations
- Number of local projects supported

e) Other Policies

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

Health & Safety Policy	Environmental Policy	Timber Purchasing Policy	Quality Policy	Equal Opportunities Policy
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Graham Smith - Group Finance Director