

Symphony[®]

Sustainability

Statement 2021
In harmony with the planet



With 50 years of experience we understand the importance of operating in a responsible, sustainable manner.

49%

of our cabinet chipboard is from recycled material

Sustainability 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.

With our furniture being timber based we ensure that the wood we use is sourced from responsibly managed forests and is FSC® certified. We also strive to include recycled content where we can, such as in our cabinet board which includes 49% recycled content and in our recent kitchen ranges that use 100% recycled chipboard.

Sustainability has always been a key focus for our operations and back in 2007 we designed our head office and manufacturing facility to industry leading BREEAM standards. We're pleased to report that we have reduced our carbon emissions year on year since 2017 and we have now set targets to switch to using Green Energy for our electricity over the next few years.

We are proud of our history of innovation and continuously review and enhance our operations to ensure that Symphony is a leading example of sustainability within our industry.

100%

Target of 100% Green Energy by end of 2025

27%

Carbon emissions reduced per £m turnover 2017-2019.

100%

All our timber based materials are FSC® certified



Carbon Emissions

We understand the pressing need to reduce greenhouse gas emissions and so we closely monitor our direct carbon emissions from our operations and transport.

We are pleased to have reduced emissions over the previous few years. The carbon emissions associated with our manufacturing, head office and transport operations (Scope 1 and 2) have reduced by 27% compared to turnover between 2017 and 2019.

To help us reduce carbon emissions further we aim to switch to the use of green energy for all of our electricity by the end of 2025. We already generate all the heat at our Barnsley head office and manufacturing site using an on-site biomass boiler.

We are actively working with suppliers who are focussed on minimising their environmental impact and protecting the environment. Collectively we are working to reduce the carbon emissions and environmental impact of our products and their packaging.

27%

Carbon emissions reduced
per £m turnover 2017–2019.



100%

Target of 100% Green
Energy by end of 2025



0%

No manufacturing waste is sent to landfill

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.

BREEAM (BRE Environmental Assessment Method) is the leading and most widely used environmental assessment method for buildings. It sets the standard for best practice in sustainable design and has become the 'de facto' measure used to describe a building's environmental performance.

One example is in the use of 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.

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.

We eliminate unnecessary waste and recycle the remaining waste where we can. Segregated waste bins throughout our facilities ensure all waste is effectively and efficiently recycled. No waste is sent to landfill from our manufacturing process, whilst only 1.5% of the total waste from our manufacturing, head office and distribution sites in Yorkshire goes to landfill, with the vast majority being recycled.





Biomass Boiler

Our Barnsley head office and manufacturing site is fueled by one of the largest biomass fired boilers in the UK.

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

We led the industry in 2007 when we installed the boiler which negated the need for a gas supply to the site and in doing so saved the release of 1762tCO² in 2019. This is the equivalent of taking 381 cars off the road for 1 year, or the annual energy use of 203 homes.

1762 tCO² saved in 2019 equivalent of:

381

Taking 381 cars off the road for 1 year

203

The annual energy use of 203 homes





Our vehicles are
amongst the most
fuel efficient on
Britain's roads

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.

These utilise the latest fuel technology, converting nitrogen oxides into harmless nitrogen and water, reducing emissions and keeping our air cleaner.

With the total number of vehicles now exceeding 150 our familiar burgundy fleet includes double-drawer bar-trucks, as well as over thirty smaller sprinters to manage an express delivery service.

Careful loading and detailed journey planning keep mileage, and therefore emissions, to a minimum. 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 – first time, every time.

We are including hybrid electric vehicles (HEVs) in our company car fleet for the first time to help further reduce our carbon emissions.



2021

Hybrid Electric Vehicles
added to car fleet in 2021

Product Credentials

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

This ensures that the wood comes from a well-managed forest that is run in accordance with strict environmental, social and economic standards. Symphony became the first in the industry to be accredited 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.



The mark of responsible forestry

100%

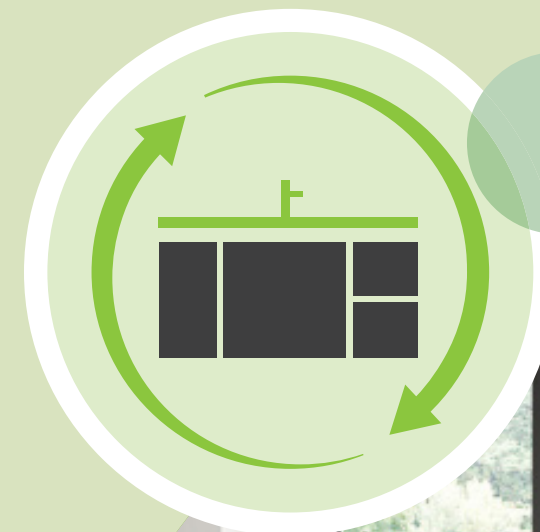
All our timber based materials are FSC® certified

Repair Not Replace

To further minimise its future impact on the environment every component in a Symphony cabinet is replaceable. Therefore any damage to a cabinet during the course of the kitchen's life can easily be repaired without the need to replace the complete unit.

Water Based Paints

We paint a number of our ranges in our Rotherham manufacturing facility. We made the decision a few years ago to stop using solvent based paints and instead use more environmentally friendly water based paint for all our our paint to order ranges.



100%

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





100%

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

Product Credentials

All our cabinets are made from chipboard that has a recycled content of on average 49%.

Many of our chipboard frontals have a similar recycled content, however we were delighted to be able to recently introduce decors that use 100% recycled chipboard.

There are four decors in our collection that use 100% recycled chipboard; Concrete, Grey Walnut, Grey Driftwood and Light Driftwood. These are available across our standard kitchen brands and our handleless Linear brand. Concrete and Grey Walnut are additionally available in our Urbano bedrooms and Aquadi bathrooms brands.

100%

Four decors use 100% recycled chipboard

49%

of our cabinet chipboard is from recycled material



Grey Driftwood



Light Driftwood



Grey Walnut



Concrete



Packaging Credentials

We strive to create the appropriate balance between protecting our products during transit and minimising packaging.

Through a long term partnership with the recycled packaging organisation Valpak we work to minimise the impact of the packaging we use without compromising protection. We comply with Valpak's Packaging Compliance scheme and strive to ensure that we use effective but resource efficient packaging that protects our products from our facility to their installation. A key example of this is our use and reuse of protective blankets on all our vehicles delivering to building sites. This protects cabinets and other products, rather than using cardboard boxes or other materials. Products are carefully loaded onto vehicles by our diligent team to ensure they are securely and safely positioned.

Where we do need to package products we source cardboard boxes that are made from 100% recycled materials, whilst all of the corner protectors that we use on individual doors and panels are now protected with recycled pulp corners. This has replaced the use of on average 4 million plastic corner protectors that we used every year.

We are committed to work both within our manufacturing process and with our suppliers to limit the environmental input of the packaging that we use.

100%

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

4 million

Plastic corner protectors have been eliminated from use and replaced with recycled pulp protectors





1.2 tons

of landfill waste created
by scrapped kitchens

TUKC Collaboration

Symphony is delighted to enter a partnership 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.

This collaboration will deliver considerable eco-benefit. Every needlessly scrapped kitchen creates around 1.2 tonnes of unnecessary landfill waste. The Used Kitchen Company has saved over 18,000 tonnes of such waste, since launching the kitchen recycling concept in 2005, and now wants every kitchen to be equipped with its own Kitchen Passport, to highlight how the entire kitchen, or its component materials, can be recycled.

Symphony is encouraging its retail partners to embrace TUKC Kitchen Passport scheme, where key information about the kitchen such as the range and supplier of the furniture, worktops, appliances, sink and tap are added to the Kitchen Passport. This is then saved in one accessible and secure website, making it easier to make changes or sell the kitchen on in the future.



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