

## Corporate Social Responsibility

We believe that our long-term future depends not only on providing customers with high quality products delivered on time and at reasonable prices, but also on our environmental and social performance.

Sustainable growth depends on being a responsible British and global citizen and earning the continued support of our customers, shareholders, communities and staff.

### Environmental Policy

The main purpose of Symphony's business is to provide customers with products which are more sustainable.

Symphony also recognises a responsibility to manage its own business with due regard to the environment, as well as helping its customers make the most environmentally-responsible purchasing decisions.

#### Objectives

- To supply the most environmentally-beneficial products.
- To purchase and sell products which can be re-used and recycled and can biodegrade where practicable and appropriate.
- To seek out new environmentally-sound products.
- To publicise our environmental policy.
- To pursue certification of products where appropriate.
- To meet all requirements of relevant environmental legislation.
- To seek to reduce excess packaging.
- To reduce internal waste by efficient use and recycling

#### Actions

To reduce the impact of Symphony's activities on the environment by:

- Purchasing low-energy-consuming lighting, computers, office equipment, and machinery.
- Encouraging staff to use the most energy-efficient vehicles.
- Making available refillable or reusable products.
- Promoting paperless administration systems, e.g. EDI, CRM systems, the internet.



## Social Policy

Our policy is designed to increase Symphony's contribution to society:

### Actions

- Contribute to local economic development.
- Maintain goodwill with key clients and others by supporting worthwhile initiatives.
- Improve the quality of life of the company's employees.
- Improve relations with the local community.
- Work with NGO's globally to raise awareness of environmental issues and sustainability, and to offer innovative products and advice.
- Support local businesses.
- Provide a business environment which offers our employees the ability to continuously develop their skills.
- Accept young people for apprenticeship or work-experience.

