

Challenges:



The directors at Symphony have actively taken responsibility for sustainability.

The main focus is currently on monitoring and improving the credentials of the products and components bought from their

supply chain. Symphony are working closely with suppliers to analyse factors such as the manufacturing process, the inclusion of recycled content and the packaging specification for these products.

Impact:

Improved policies: At Symphony, they use the Supply Chain Sustainability School as part of every introduction for new staff and ask staff moving job roles internally to complete relevant training through the School. The Training & Office Services Manager has attended multiple workshops and found them extremely useful when assembling new policies and improving their sustainability credentials.

Updated induction process: This was very useful as they were able to pull together learning topics into one plan. The action plan has influenced the induction of Symphony employees, completing modules including modern slavery, materials, sustainability on site and BIM.

Collaborative working:

Symphony have recently completed an assessment to maintain their status with the School. Due to remote working, a few members of staff did this via a teams meeting, discussing the questions and how to answer them. This process worked well and helped to identify priorities and areas to focus on.



Learning pathways: These have been incredibly useful in showing just how vast the concept of sustainability is and how it reaches across the business.

Fact box

Symphony®

Company

The Symphony Group

No of employees

1800

HQ

Barnsley

Website

www.symphony-group.co.uk

Main contact

Emma Watson
Emma.Watson@symphony-group.co.uk

Services

Manufacturer of fitted kitchen, bedroom and bathroom furniture

About

Symphony is the UK's largest privately-owned manufacturer of fitted kitchen, bedroom, and bathroom furniture. The company has over 1800 employees and a turnover exceeding £280 million. Main clients include the major house builders in the UK and social housing providers.

Value gained:

Training new staff: Engagement with the school has been hugely beneficial to Symphony. They utilise the school as part of the induction process for new employees and the variety of content and different levels such as beginner, intermediate and expert has been useful.

Improved sustainability performance: The School is a go-to place for many staff at Symphony for knowledge on sustainability both generally and in relation to the construction industry and their position as a manufacturer. This content and advice has enabled them to learn quickly and has helped to identify and set priorities for action on the sustainability front. Using the School has led to significant progress such as:

- Symphony have previously set and now met ahead of time their goal of using green energy for electricity supply.
- 49% of the chipboard used is sourced from recycled timber. They have been able to add ranges that use 100% recycled chipboard.
- All corner protectors used on doors and panels are now made from recycled pulp instead of plastic, saving the use of 4 million plastic corner protectors each year.
- No manufacturing waste is sent to landfill and only 1.5% of the total waste from manufacturing, distribution sites and head office in Yorkshire goes to landfill.
- Symphony have a state of the art head office and manufacturing facilities which have incorporated BREEAM standards, including high levels of insulation and energy efficiency.
- Their Barnsley head office is fuelled by a biomass boiler, fed by waste from manufacturing operations. This is a 100% recirculation system that optimises waste and minimises emissions, negating the need for a gas supply to site.
- Hybrid cars are part of the fleet choice.

As a leading provider of kitchen and bedroom furniture to housebuilder, Symphony will continue to be proactive. The company have always taken responsibilities to the environment seriously and are committed to playing their part by learning, innovating, and implementing sustainable actions to limit their impact on the planet. By embracing the benefits of sustainable operations and using the School to upskill their knowledge in this area, the business will be better positioned to succeed in the future.

Future Proofing:

Symphony would like the school to provide relevant content and latest developments that are relevant to use. Its hugely beneficial to be able to get a lot of relevant information from one place.