

CSR Policy

A better tomorrow – let's make it happen!

Here at Europa, we don't just guarantee customer care. We are committed to doing what we can to guarantee a brighter future – for our customers, our people, our local community and the environment. We believe in 'doing what's right' – growing our business without compromising standards. That means being responsible, ethical and honest in how we work with our clients, our suppliers and those that work within the business.

Environment

We are committed to providing good quality, durable and cost effective products to all our customers. At the same time, we recognise the environmental impacts arising from our business activities and are committed to minimising these through effective environmental management.

We aim to promote environmental care, increase understanding of environmental issues and deliver best practice through:

- Preventing pollution and reducing the overall impact of our operations on the environment
- Complying with, and where possible exceeding legal requirements
- Providing appropriate training and awareness for our staff
- Monitoring our environmental performance and setting targets for improvement
- Identifying opportunities for reducing waste, as well as the recycling of materials and redistribution of end-of-line products
- Promoting energy efficiency within our business
- Working to reduce transport related CO2 emissions through logistical planning reviews, improving fuel efficiency of our vehicles (use of alternative fuels) and by developing our employees' driving techniques
- Actively working with suppliers to improve the environmental credentials of products, packaging and transport. In 2008, a total of 200,000m² of carpet flooring was recycled via a dedicated recycling plant.
- Evaluating the environmental ethics of suppliers and endeavouring to enter into contract with only those organisations who are able to demonstrate commitment to compliance with Environmental Legislation
- Encouraging staff to act in an environmentally and socially responsible manner through respect and appreciation of the resources (materials, fuel and energy)

Sourcing/Suppliers

Good working relationships with our suppliers is central to the success of our business. We aim to develop strong relationships with suppliers who we have dealings with, choosing to work with like-minded people who share similar values and beliefs – relationships based on mutual trust, understanding and respect. We are committed to sourcing quality and competitively priced goods, while at the same time ensuring they are from sources which have not jeopardised human rights, safety or the environment.

We aim to achieve this through:

- Earning respect and showing commitment to each other
- Encouraging and supporting suppliers to support the environment
- Making sure our aims and values are shared by those who work with us
- Not just buying on price – making sure products are sourced ethically

Community involvement

It doesn't cost much to help. Europa strives to be a good neighbour and is committed to taking responsibility for supporting the community in which we operate. Our relationship with the local community is therefore very important to us. Through our work with the community, we seek to play our part in promoting social inclusiveness.

We aim to achieve this through:

- Promoting engagement between our staff and the community
- Supporting local community groups and charities
- Working with local initiatives to re-distribute Europa products to support disadvantaged and vulnerable groups
- Supporting employees' efforts in fundraising

People

Our people are our greatest asset. You can feel the difference as soon as you step foot inside our premises, or talk to a member of the team on the phone. Our open, friendly and helpful 'making it happen' approach to business runs through the veins of the company and those that work in it.

We aim to achieve this through:

- Supporting and developing our workforce – offering training and listening to feedback
- Showing concern for all those involved in our business
- Involving staff at all levels and sharing knowledge
- Promoting a culture that is both open and inclusive

Current Initiatives - actions now for the future

- We control Waste Management, and actively seek to reduce the amount of waste entering our premises. We seek to increase our dry waste recycling targets year on year including: cardboard, paper and plastic
- By reducing the amount of packaging entering our site and sourcing packaging that is recyclable we minimise landfill use
- Where legislation allows we recycle or re-use old furniture by donating to community projects, charities or not-for-profit organisations where these products can be re-used
- We will continue to work diligently over the coming years in an attempt to reduce our Carbon Footprint by increasing control of our daily energy use, and decreasing our energy requirements and introducing more energy efficient equipment
- We are committed to responsibly sourced products and sourcing from the UK wherever possible