

# Environmental and Social Governance

Report  
2025-26

# Environmental, Social, and Governance (ESG) Report

## 1. Executive Summary

For nearly 60 years, Dams has pursued a philosophy of affordable, consistent growth through product innovation, a deep and diverse range of offerings, and a steadfast commitment to manufacturing excellence. This foundation is supported by a robust logistics infrastructure that delivers value to our customers and partners.

We believe that commercial success must go hand-in-hand with high standards of corporate behaviour. Our ESG strategy reflects our commitment to acting responsibly towards the environment, society, and our governance practices.

## 2. Environmental Stewardship

Dams is committed to reducing its environmental impact through a continuous improvement programme that includes:

- Sustainable Manufacturing: Ongoing investment in energy-efficient equipment and waste reduction systems.
- Resource Management: Prioritising sustainable sourcing, minimising waste, and optimising resource use.
- Local Environmental Improvements: Supporting initiatives to enhance the environment in the communities where we operate.

Each year, our directors define specific environmental objectives, setting measurable targets that are monitored and reviewed to ensure progress.

## 3. Social Responsibility

We recognise that our long-term success is built on strong relationships with our stakeholders. Our key social responsibility efforts include:

- Employee Wellbeing: Promoting a safe, inclusive, and engaging workplace with access to development and training.
- Community Engagement: Supporting local initiatives and charities, contributing to socio-economic development.
- Ethical Supply Chains: Working with suppliers who share our commitment to responsible business practices.

Dams supports positive social change and seeks to make a measurable impact in the communities we serve.

## 4. Governance and Ethics

Our governance framework ensures transparency, accountability, and ethical conduct across all levels of the business.

- Leadership Oversight: Directors take direct responsibility for defining and implementing ESG strategies.
- Policy and Compliance: All business practices are aligned with applicable laws and regulations, as well as internal ethical standards.
- Performance Monitoring: ESG goals are tracked annually with reviews used to refine and improve policies.

# ENVIRONMENT SOCIAL GOVERNANCE

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### 5. Looking Ahead

Dams will continue to invest in sustainable growth and responsible business practices. We are committed to evolving our ESG strategy, improving our performance, and delivering long-term value for all stakeholders.



**Chris Scott,**  
Managing Director



# About Us

Dams Furniture has been providing office furniture solutions since the 1960's. Now firmly established as one of the UK's leading full range manufacturers and suppliers of office furniture, Dams remains a family run business employing over 360 people from their head office site in Knowsley, Merseyside.

For the last financial year, Dams achieved record sales with turnover of £63.3 million (which is an increase of 25.6% on the previous year's turnover of £50.4M) and Dams are one of the largest and most profitable office furniture manufacturers in the UK.



## Manufacturing

Dams UK manufacturing operations are made up of a wood mill and upholstery factory. Continuous investments in the latest state-of-the-art manufacturing technology and production facilities have given us greater efficiencies and quality of product.



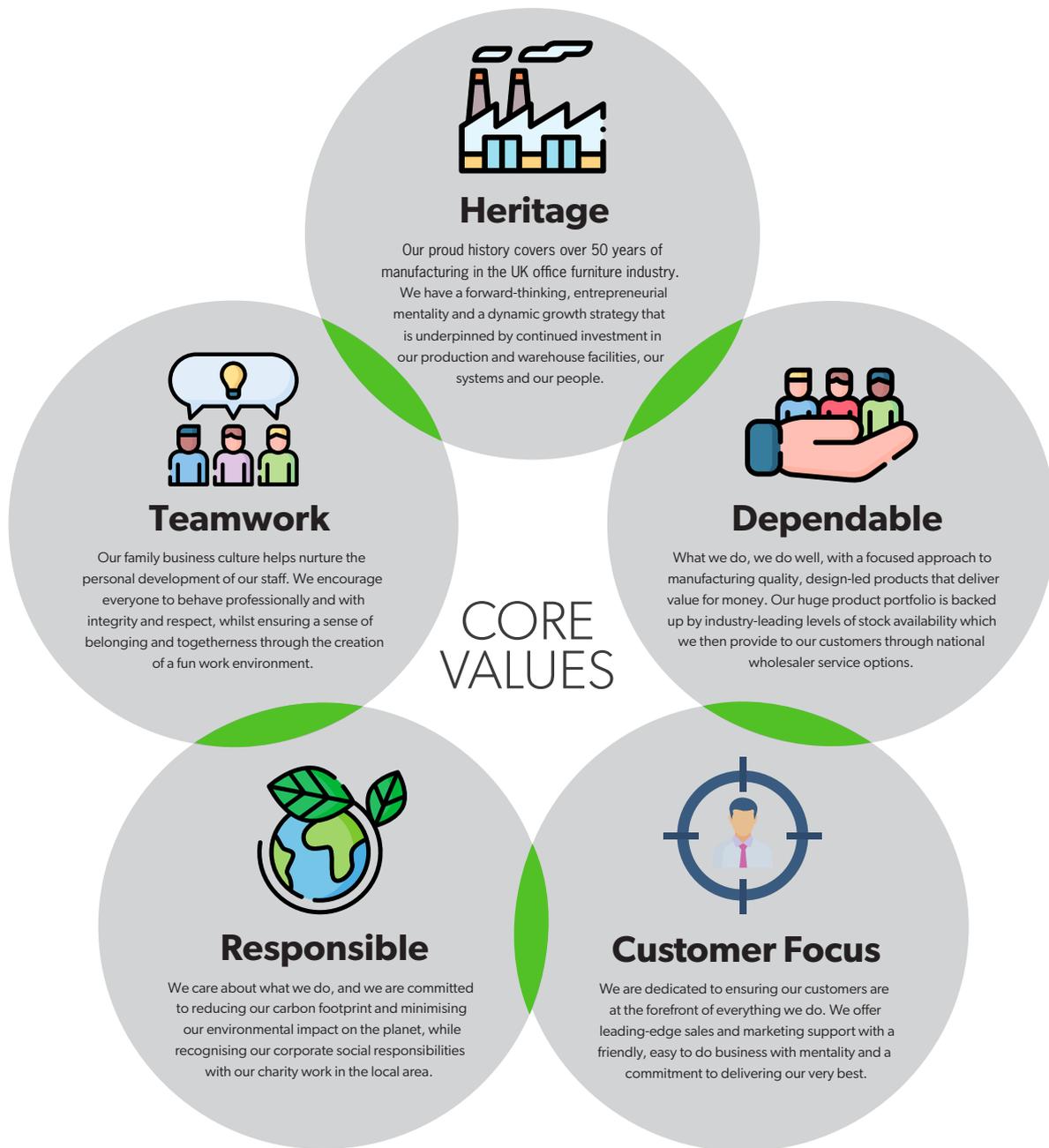
## Systems

We launched a new ERP system called IFS which is a cloud-based business software solution that will help us to integrate data and processes across multiple departments, driving new levels of efficiency in all areas of the business.



## Distribution

The new 60,000 sq.ft. extension to our warehouse and distribution centre became fully operational, with an additional 5,000 pallet locations, which increased our storage capacity of finished goods by 48%, taking the total space for stock to over 185,000 sq.ft.



In the last financial year we have invested £3.5 million in new infrastructure to support our growth.

### Multi-Million Pound Investments

These multi-million-pound investments made during the last financial year are key to supporting Dams’ ambitious growth strategy. We will continue to reinvest profits back into the business to make it as easy as possible for customers to work with us. This includes product enhancements, streamlined manufacturing processes, sustainable solutions, and service improvements—all contributing to our ongoing commercial success. Notable investments include a £1.2 million edge bander, a £1.3 million IFS cloud project, and a £1 million office and showroom refurbishment at Gores Road.

# UN Sustainable Development Goals (SDGs)

The UN Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

The 17 SDGs are integrated—they recognise that action in one area will affect outcomes in others, and that development must balance social, economic and environmental sustainability. The creativity, knowhow, technology and financial resources from all of society is necessary to achieve the SDGs in every context.

## Strategic Goals



### CLIMATE ACTION

Take urgent action to combat climate change and its impacts.

**To achieve Netzero carbon status by 2035 – well in advance of global government targets.**

**To improve the efficiency of our fleet of vehicles and increase backloads to remove carbon emissions from the supply chain.**



### RESPONSIBLE CONSUMPTION AND PRODUCTION

Ensure sustainable consumption and production patterns.

**To drive the highest levels of product quality, using the latest technology and high-grade sustainable materials that minimise any environmental impact.**

**To become a leader in responsible manufacturing, developing an advanced sustainable, recycling solution for old furniture products.**

## Direct Impact



### NO POVERTY

End poverty in all its forms everywhere.



### GENDER EQUALITY

Achieve gender equality and empower all women and girls.



### GOOD HEALTH AND WELL-BEING

Ensure healthy lives and promote well-being for all at all ages.



### AFFORDABLE AND CLEAN ENERGY

Ensure access to affordable, reliable, sustainable and modern energy for all.



### QUALITY EDUCATION

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



### INDUSTRY, INNOVATION AND INFRASTRUCTURE

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

In 2023, we integrated these internationally recognised targets into our sustainability strategy, initially focusing on the most relevant 5 of the 17 SDG's as strategic business goals that we have committed to as a priority:

We aim to build on these goals, incorporating more SDGs into our sustainable strategy over time, however for now we have categorized the remaining 12 SDGs as goals that have a direct impact and an indirect impact on our business activities – see details below:



### DECENT WORK AND ECONOMIC GROWTH

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

**To promote sustainable economic growth, with high standards of corporate responsibility and good working standards for all.**

**To continue to invest over in capital expenditure, infrastructure and new equipment to secure the long term position of the company and employees.**



### REDUCED INEQUALITIES

Reduce inequality within and among countries.

**To promote a culture of inclusion, regardless of age, disability, gender, race, religion, sexual orientation, opinions and everyone's values.**

**To create new opportunities, promoting well-being and reducing inequalities within our local area.**



### SUSTAINABLE CITIES AND COMMUNITIES

Make cities and human settlements inclusive, safe, resilient and sustainable.



### LIFE ON LAND

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.



### PARTNERSHIP FOR THE GOALS

Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development.



### LIFE BELOW WATER

Conserve and sustainably use the oceans, seas and marine resources for sustainable development.



### PEACE, JUSTICE AND STRONG INSTITUTIONS

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.



### ZERO HUNGER

End hunger, achieve food security and improved nutrition and promote sustainable agriculture.



### CLEAN WATER AND SANITATION

Ensure availability and sustainable management of water and sanitation for all.

## Indirect Impact

# Certifications



When Dams opened our new upholstery factory in 2019, which brought all our manufacturing and assembly together on one large site in Knowsley, Liverpool, Dams made a strategic decision to upgrade our quality management and environmental management systems to the latest ISO standards.

Quality comes in many parts and at Dams we test and certify our products with the industry leading organisations such as FIRA and SATRA. Products tested to British and European standards provide additional peace of mind for customers that furniture purchased from Dams will not only offer a robust solution, but will also stand the test of time.

In 2025 we completed our annual audits for our ISO 9001, ISO 14001, ISO 45001 and ISO 27001 certifications, which we passed once again with flying colours with no non-conformities or opportunities for improvement raised.

We're also very proud to share that we successfully obtained ISO 27001 Information Security Management certification for the first time in 2024! and successfully retained certification in 2025. This International Standard focuses on protecting corporate information and data, and managing threats – so stakeholders can rest assured that any customer data we store on file is secure and when they deal with Dams, they are dealing with a reputable, dependable business.



The mark of responsible forestry  
FSC® certified products available on request

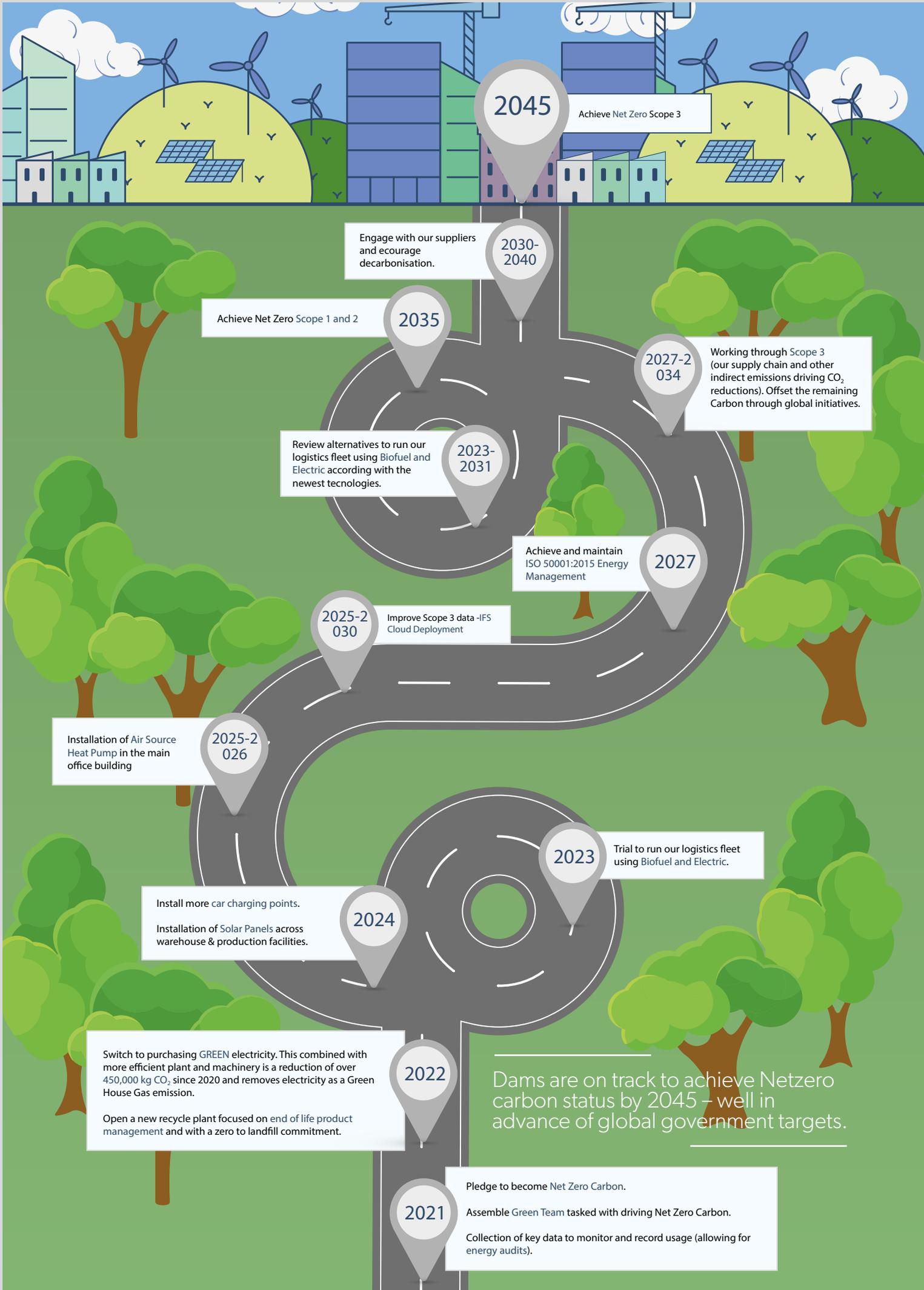
# With over 50 years of industry experience



We are full members of the Furniture Industry Sustainability Programme (FISP) and recently took on an audit from FISP to update our sustainability score, and we are proud to announce a fresh score of 81%, improved from 74% over the last two years. Rest assured, we are confident that we will be able to further improve on this score next time, with the additional steps that we have planned.

We work exceptionally hard here at Dams to ensure that we're doing the right things, in the right way. Dams have high standards, and with that in mind, you'll be pleased to know that we have a number of industry recognised certifications that demonstrate our commitment to excellence.





2045

Achieve Net Zero Scope 3

Engage with our suppliers and encourage decarbonisation.

2030-2040

Achieve Net Zero Scope 1 and 2

2035

Review alternatives to run our logistics fleet using Biofuel and Electric according with the newest technologies.

2023-2031

2027-2034

Working through Scope 3 (our supply chain and other indirect emissions driving CO<sub>2</sub> reductions). Offset the remaining Carbon through global initiatives.

Achieve and maintain ISO 50001:2015 Energy Management

2027

2025-2030

Improve Scope 3 data -IFS Cloud Deployment

Installation of Air Source Heat Pump in the main office building

2025-2026

2023

Trial to run our logistics fleet using Biofuel and Electric.

Install more car charging points.

Installation of Solar Panels across warehouse & production facilities.

2024

Switch to purchasing GREEN electricity. This combined with more efficient plant and machinery is a reduction of over 450,000 kg CO<sub>2</sub> since 2020 and removes electricity as a Green House Gas emission.

Open a new recycle plant focused on end of life product management and with a zero to landfill commitment.

2022

Dams are on track to achieve Netzero carbon status by 2045 – well in advance of global government targets.

Pledge to become Net Zero Carbon.

Assemble Green Team tasked with driving Net Zero Carbon.

Collection of key data to monitor and record usage (allowing for energy audits).

2021

# Environmental

(Fighting climate change)

In 2023, we engaged with EcoVadis to improve Dam's environmental performance for the first time. EcoVadis are the worlds most trusted provider of buisness sustainability ratings, intelligence, and collaborative performance tools for gloabl supply chains.

**They analysed our performance and benchmarked us against the worldwide Furniture Industry on 4 main categories:**

-  Environmental
-  Labour and Human Rights
-  Ethics
-  Sustainable Procurement

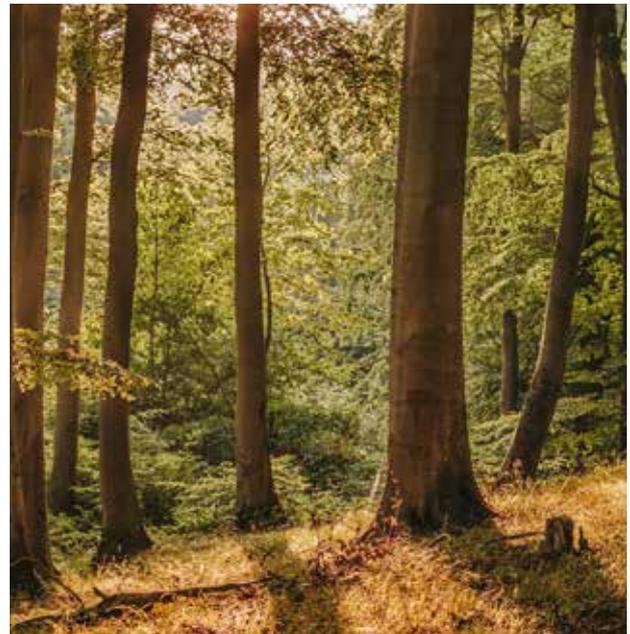
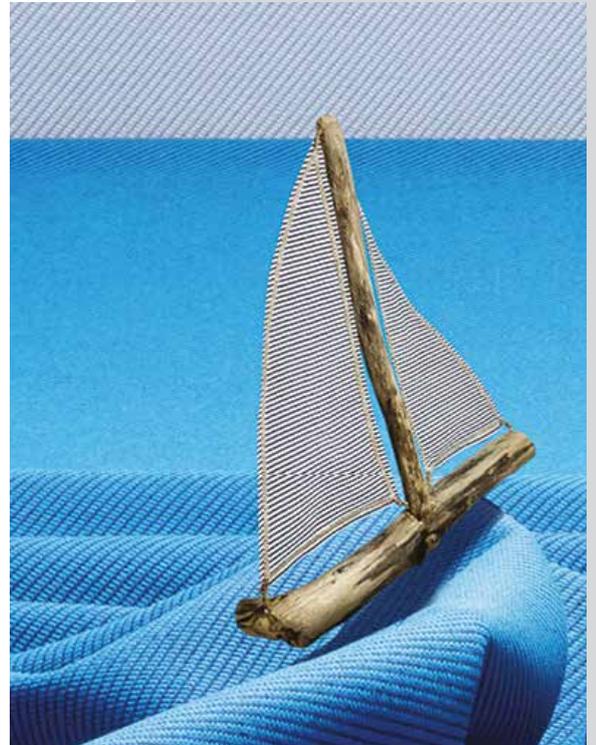
ecovadis

We are proud to share that we have completed a thorough evaluation of our operational sustainability practices with EcoVadis. Our rating places us in the 96th percentile among all companies rated in the past year, earning us a gold medal for the first time in 2024! Our top-performing sustainability assessment themes were Sustainable Procurement and Environment.

We are constantly improving our sustainability practices. Our carbon footprint data and energy efficiency are analysed and monitored regularly, and we accurately track initiatives to reduce energy consumption and run the business efficiently. Our ESOS Phase 3 action plan is underway to provide us with energy-saving opportunities.

We set all design briefs to maximize the use of recycled content and the potential for 100% recyclability, as per the principles of ISO/TE 14062:2002. Dams purchased products are made of material from well-managed, FSC®-certified forests and other controlled sources.

We select materials with strong environmental credentials that can be recycled at the end of their life. As an example, one of our fabric manufacturers, Camira, has introduced a new range of sustainable fabrics that we are promoting.



FSC® certified products available on request

# Energy Savings 5

In 2024, we installed our solar system which spreads across our factory and distribution centre. By having this system, it allows us to convert solar radiation into electricity with inverters to convert the electricity generated from DC to AC. We installed 1647 solar panel modules with 6 inverters to generate our own renewable electricity.

So far in 2025 (Jan – June), this has meant we have avoided 204.68 tonnes of CO<sub>2</sub> emissions, which is equivalent to 8187 trees planted. We are on course for this to generate 15-18% of our required annual electrical energy across the whole site.



**System Size  
885 kWp**

## Environmental upgrades

One of the measures we've recently improved is our dust & fume collection system in our manufacturing facility by applying technology and controls from our partners Ecogate. Air quality, electricity use, noise levels - all of them are improved.

In the past year we have also invested heavily in safety including major upgrades to fire alarms & smoke detection systems, machine upgrades to include new guarding & electronic safety devices, and more frequent checks of our mobile plant & work equipment resulting in improved repairs & maintenance.

**15% of electricity from solar in 2024**



**We've overseen a reduction of 53% of our total Scope 1 and 2 kg CO<sub>2</sub> equivalent emissions in our manufacturing operations since 2019**

# Biomass boiler

Almost 25% of energy consumption from renewable and waste sources is from biomass

We operate a Biomass boiler to incinerate waste timber and wood dust. This energy recovery solution means Dams can heat our 200,000 sq. ft. factory and offices and are using our waste to reduce demand for oil and gas. As a result of these boilers Dams are part of the of the RHI (Renewable Heat Incentive) Scheme.



Any remaining wood waste is collected and is used to generate energy offsite.

1,170,776 kWh  
energy produced  
in the biomass

## In-house recycling



<b>GENERAL WASTE</b> ALL WASTE WITHOUT SEGREGATION	<b>PAPER/CARD</b> CARDBOARD (NON FOOD) ALL PAPER	<b>CLEAR POLYTHENE</b> POLYTHENE	<b>FOAM</b> ALL WASTE FOAM	<b>FABRIC</b> WOOL MIX RETURNED TO SUPPLIER FOR CREATION OF NEW FABRIC
<b>EMPTY GLUE BOTTLES</b> GLUE BOTTLES ONLY	<b>AEROSOL</b> ALL EMPTY AEROSOL CANS	<b>HARD PLASTICS</b> HARD PLASTICS (SEATING)	<b>WOOD</b> WOOD WASTE	<b>METAL</b> ALL WASTE METAL ITEMS

We're committed to minimising waste, where it cannot be minimised we re-use or recycle as much waste as possible. Throughout our operating site, there are recycling points for paper/cardboard, metal, wood, plastics, and this initiative has more than doubled the volume of recycled waste sorted. Last year we recycled a massive 63.66 tonnes of cardboard, 12.17 tonnes of plastics, 1,895.98 tonnes of wood and 78.02 tonnes of metal - all of which are improvements on the previous year.

**Zero waste to landfill is a key part of our sustainability goals**

# Social Values

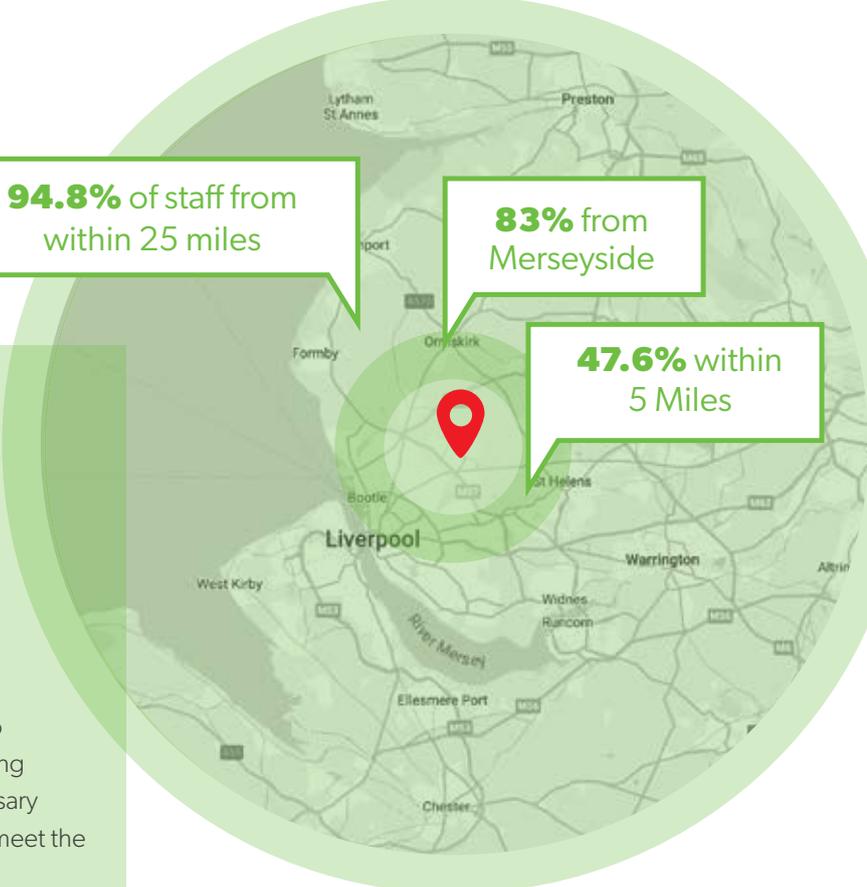
Dams work to create new opportunities, promoting wellbeing and reducing inequalities within our local area of Merseyside ensuring our employees achieve their potential. We participate in Community Projects and support the development of young people through our Apprenticeship Schemes and Training opportunities. We are also committed to our local community with most of our employees coming from the local area.

Dams are committed to offering training and development to all employees. It is planned that the systematic range of training opportunities offered will provide employees with the necessary knowledge, skills and aptitude relevant to their work and to meet the required company's quality and efficiency targets.

**94.8%** of staff from within 25 miles

**83%** from Merseyside

**47.6%** within 5 Miles



## Health & safety

We have continued to invest in safety training resulting in safety representatives achieving IOSH certification, first aid and fire marshall certificates, banksman training, and more employees have achieved certification to drive forklifts & PPTs. All employees have received training in working in noisy environments, manual handling & lifting techniques, and there have been sessions on health & safety culture to continue all the work we have done on safety awareness.



## Lost time injury (LTI)

2024 severity rate = 0.03

**19.3%**

Are not white British

**20.9%**

Middle or Senior Female Management

**83%**

Of Staff are from Merseyside

**6 YEARS**

Average Length of Service

# Apprenticeships and placements

We are proud members of the Knowsley Chamber of Commerce and have successfully trained four Apprentices over the past two years, all of whom are still with the business. These apprenticeships include Modern Upholstery in our Upholstery Department and Electrical Apprenticeships within our Factory, in partnership with the North Lancashire Training Group (Investors in People Accredited and Disability Confident) and Riverside College in Widnes & Runcorn.

Currently we are looking to fill the following apprenticeship roles:

- **Modern Upholstery**
- **Sewing Machinists**
- **HGV Drivers**
- **Warehouse Operatives**



We are dedicated to fostering and promoting apprenticeships across various business functions, providing training with the latest technology and supporting a hands-on mentoring approach that encourages innovation and unlocks future talent potential. We are actively expanding our apprenticeship opportunities (fully paid roles) and collaborate with local colleges to offer placement days within Dams, giving students valuable insight into the business during a critical time when they are making life-changing decisions about their futures. These placements offer hands-on, industry-leading experience that complements and enhances the college curriculum.

## Equality

Dams are committed to fairness, equality of opportunity and diversity in all its employment practices, policies and procedures. We try to work in a friendly environment, both in the context of our work and in our own communities. We continually review our recruitment and retention strategies to ensure they focus on attracting the best talent into key areas.



Dams follow a continuous improvement programme to better our local environment and support advancements in socio-economic issues. It is our director's responsibility to develop the company's Social Responsibility and Environmental Policies by identifying goals and setting annual targets which are then implemented across the business, and regularly monitored and reviewed.



# Health & wellbeing

(Employee benefits)

We are members of Smart Go Merseyside (part of a National Service to help employers encourage low carbon transport by providing offers on buses, trains, electric vehicles, gyms and more) which demonstrates our commitment to our local environment.

We have also installed Bicycle Racks at our New Premises and installed Electrical Vehicle Charging Points.



## Benefits

We also operate a Simply Health Cash Plan – Simply Health allows employees to claim back the cost of regular health appointments and treatment, like the dentist and optician. They can also claim back the cost of less frequent healthcare, such as a visit to a chiropodist or a physiotherapist.

We also have death-in-service benefits and an annual flu vaccination clinic for employees.

## Dams Gateway App

We also introduced the Dams Gateway App which offers our employees savings on food, clothes, well-being discounts (gyms, healthy eating) and even insurance, which has been more essential than ever over the last year with costs of everyday items rising.

## Me Day

In each annual leave year, eligible employees may take a 'MeDay.' Activities such as attending family events, attending school plays etc. or just taking a day to rest and recharge can feel difficult to fit in to already busy schedules. The MeDay has been devised to provide additional flexibility in respect of planned time off work.



**100% OF  
DAMS  
EMPLOYEES  
ARE  
PROVIDED  
WITH  
HEALTHCARE  
BENEFITS**

We offer an Employee Assistance Programme through Simply Health 24/7 Support. A UK based team of fully qualified and experienced counsellors, who can offer confidential and immediate support for, anxiety, low mood or depression and bereavement. They can offer advice about employment, childcare, divorce or civil law.

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8 mental health  
first-aiders

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## Mental health

Often mental health is not visible, but just because we don't see it, it doesn't mean it's non-existent. At Dams we understand the positive impact that healthy and engaged employees make to the success of the business.

Our HR Department and senior management team have successfully completed the Mental Health First Aid Certification course which will equip them with the knowledge to identify those who require mental health support and the confidence to help Dams employees where required.



# Charity Work



Dams have a Charity Committee whose remit is to raise awareness and raise money for our chosen beneficiaries. The charity committee includes employees of different levels with one representative from each department who is the chosen voice of their work colleagues.

Our Charity Committee is working with local charities Claire House Children’s Hospice and The Big Help Project with exciting and challenging fund raising activities, as well as volunteering activities. In 2024/25 we raised over Over £18,000 through various fundraising activities.

Over the last two festive seasons, Dams have supported our local The Big Help Project food bank (based on Knowsley Industrial Estate) by donating over 100 boxes of food, along with an additional donation of nappies, baby food etc, to those in need. So instead of sending out fancy gifts to customers as presents, Dams have allocated that money (plus staff donations and charity funds raised throughout the year) to much better use by donating essential food parcels to people in our local area, engaging with local communities to improve people’s lives



We held a charity golf day at Blundells Hill Golf Club in support of: Clatterbridge Cancer Charity and Carla Lane Animals in Need.



## Dragon Boat Race

We participated in the Dragon Boat Race at Liverpool Water Sports Centre. We will be participating again this year, on Sunday the 7th of September at Crosby Marina and Lakeside.

## Charity cycle



We sponsored a customers charity cycle tour and raised £2500 for evo foundation.

# Charity testimonials



## Northwood Community Centre

We are incredibly thankful to all at Dams for their outstanding support of our local community centre. Their generosity and willingness to go above and beyond has made a real and lasting impact on our space and the people who use it. Not only did they provide us with beautiful, high-quality furniture, but they did so with genuine care for our community and a massive heart to help.

It's local businesses like Dams that remind us what true community spirit looks like. We're so grateful for their partnership and highly recommend them to anyone looking to support a business that truly gives back. It's clear that Dams cares about their community just as much as they care about their work.



## Middle Parish Church

Dear Jim a short e-mail to thank you and your company for the donation of chairs for our church, they match our new decor of our church hall. Our members are grateful for this donation and delighted to sit on something that is comfortable for a change.

Thanks for your help in getting the chairs, keeping us updated on the arrival of the chairs and also your assistance on offloading the chairs at the church.

Once again thanks.



## 1-2-1 in the Community

Can I take this opportunity to thank yourself and I believe Tommy.

121 much appreciate your generosity in donating the filing cabinets and cupboard. We provide an activity service to over 70 adults with a learning disability, autism and physical disability each week. Our service is dynamic and could be described as an adult youth club.



## C.L.A.W. COMMUNITY Academy

My name is Dave Faulkner. I am one of the directors of C.L.A.W, a CIC that provides Professional Wrestling training.

We moved to Croxteth Gems Community Association, The only issue was with this, Gems has no chairs... I spoke to Ian McBrias from Southdene community centre about the issue and he told me about DAMS Furniture.

Ian put me in touch with Thomas Hibbs from DAMS Furniture...now a couple of days later, we have 200 chairs and can now host events!!

Both C.L.A.W and Croxteth Gems Community Association would like to say thank you, and show immense gratitude towards Thomas Hibbs & DAMS Furniture!!



## Croxteth Gems Community Association

We would like to thank you so much for helping transform our computer room here at Gems. We are a charity and depend on funding in order to operate so we would never find ourselves in a position to purchase such high quality furniture. We are absolutely thrilled and this will benefit our community as a whole but especially the children & young people who use this space every day.



## Willowbrook Hospice

Thank you to Thomas Hibbs and the team at Dams for your kind donation of sofas and tables. The items were sold in our furniture stores and raised over £1000 for Willowbrook Hospice.

## Southdene Community Association

Thank you so much, the items are amazing, thank you so much.

# Having a positive impact in the local community



## Dams in the community



Dams work with HMP Academies Programme at HMP (G4S) Altcourse Prison, Liverpool to support offenders to enable them to improve their work and life skills. The prison has 4 dedicated workshops which manufacture fabricated steel components for us. The 40 inmates are undertaking formal NVQ qualifications and gaining valuable work experience that helps reduce re-offending rates. We are committed to ensuring that we provide equality of opportunity to all in employment.



Through our recruitment, selection policies and procedures we aim to eliminate barriers and encourage applicants from all sections of the community by:

- ✓ Ensuring recruitment and selection procedures are fair and equitable.
- ✓ Only considering applicants for jobs based on their relevant experience, skills and abilities.

- ✓ Interviewing all applicants with disabilities who meet the essential criteria of the post.
- ✓ We will look to increase the representation of disadvantaged, minority groups and people with disabilities within our workforce.

We also have a work experience programme which actively encourages work experience placements in the business, and we're aware that these placements are an important aspect of supporting skill development for students in the local area. We have a HR procedure for all work experience placements to ensure we all understand the requirements and HR will also maintain a placement tracker for all students that complete an on-site placement.



At Dams, we are committed to community outreach by promoting careers days and work experience opportunities that offer local students valuable insights into the business world. Through these initiatives, we provide hands-on learning experiences, giving participants the chance to explore various roles within the company and gain industry-relevant skills. By engaging with schools and colleges, we help students make informed decisions about their future careers while fostering a connection between Dams and the community. These programs are an essential part of our efforts to inspire and nurture the next generation of talent.



- Kirkby Town Juniors Athletico U7s
- Kirkby Town Juniors Trojans U6s
- Kirkby Town Juniors Wolves u10s
- Kirkby Town Juniors Warriors u10s
- Kirkby Town Juniors Eagles u11s
- Rangers Juniors U7's
- Neston Nomads Celts U12's
- JFC Greasby U15's

# Game on!

For any parents who have young children, the pandemic has been a tough time for the young ones stuck indoors for so long. So through our charity committee here at Dams we decided to support local children's sports teams with shirt sponsorship and supplying sports equipment to help kids have fun with their friends and get active.

Football in Merseyside is a massive part of people's lives, and since 2021, Dams have been investing in grass roots football, becoming the main sponsor and supplying complete football kits to a total of 9 junior football teams sponsored - helping us to give back to our local community.



**Knowsley Council**

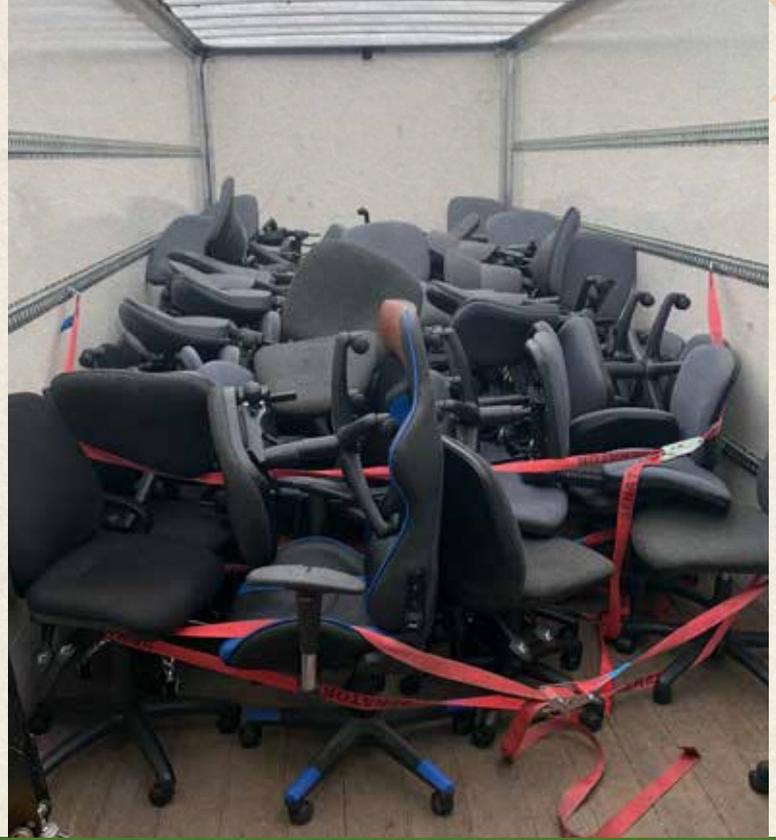
We are also actively working with our local Knowsley council with a generous donation towards the Family Free Fun Day and Soccer Tournament, and we are looking to sponsoring additional events - helping us to give back to our local community.



# Furniture recycling

# 10

**Over 12,279  
items prevented  
from going to  
landfill in 2024**



## re.think sustainable solutions

As part of our sustainability programme we have been involved in recycling, repurposing, and donating office furniture for many years, but we have recently re-launched our office furniture recycling service with re.think by Dams. When refurbishing a large office space, disposing of furniture can be difficult and expensive. All our customer's old furniture can avoid land fill with our recycling solutions to collect and recycle old furniture, helping to reduce their carbon footprint whilst creating a modern office environment.

re.think is a new Dams initiative offering an easy-to-access sustainable solution to support our customers in the recycling and re-use of packaging, recycling of unwanted office furniture, re-using unwanted furniture to charities and other good causes, and re-manufacturing old furniture to give it a second life. With re.think we are committed to helping our customers reduce their carbon footprint and their costs while at the same time re investing ALL the profits generated through re.think to further enhance our future sustainability.



## Furniture upcycling

There are a number of innovative and aesthetically pleasing methods to incorporate sustainable furniture materials throughout the workplace. One of the most popular being upcycling. Otherwise known as creative re-use, this involves transforming waste or unwanted objects into a product of higher quality and environmental value. The end result is often a bespoke piece of furniture, which adds both character and a personal touch to the office space.

## Re.Cycling

of packaging waste in addition to furniture recycling. The packaging recycling scheme allows Dams to collect packaging waste streams and return them to the re.think depot to be fully recycled. Furniture recycling ensures that office furniture that is collected can avoid landfill through disassembling and recycling each of the various materials used in the product.



## Re.Using

packaging plus finding new homes for unwanted office furniture. Returned packaging that can be re-used is segregated and quality checked at the re.think depot, and then put back into the production process. Furniture in good condition that is collected for recycling is donated to charitable organisations.



## Re.Manufacturing

of furniture that needs to be fixed or repaired. Products such as chairs can be stripped down, key components replaced, re-upholstered, and cleaned. Wooden furniture can be cut down to make a smaller size desk, or a locker from a pedestal for example.

## Re.Investing

which is a critical approach to maintaining a sustainable business. The commitment to re-invest all revenue generated through the re.think sustainable solution initiative will allow Dams to continue its drive and focus in sustainability.

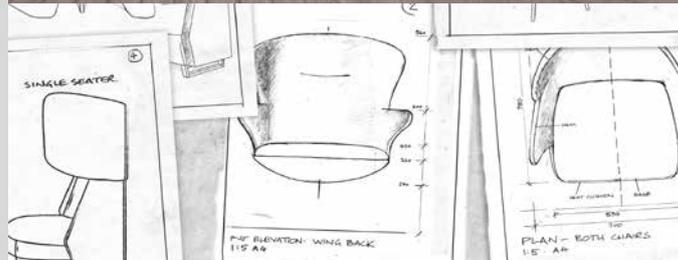
Preventing any products from going to land fill reduces a business's carbon emissions and with more companies taking a more sustainable approach to office refurbishment we are experiencing increased demand for our recycling solutions.

# Sustainable **product design**

At Dams we design and make intelligent products that are manufactured to meet real needs of the office furniture industry, and whose life span is appropriate to their use. We are committed to bringing our clients unique product offerings that are sought after for their compelling design, superior quality, and exceptional value. Our key industry knowledge and experience drives the highest levels of product quality, using the latest technology and high-grade sustainable materials.

We work in collaboration with our customers to design new products, manufacturing prototypes, evaluating and assessing before testing in-house. We ensure all products are fit for purpose, contain materials that minimise any environmental impact and comply with UK and European Quality Furniture Standards.

Our R&D Product Designers maintain current knowledge of the latest sustainable initiatives by accessing resources such as: Mix Interiors; roundtable articles and trends (collaboration, sustainability, flexibility, smart tech and wellbeing), research portals, white papers, attending and exhibiting at office furniture exhibitions (Workspace and Clerkenwell Design Week).



From a product perspective, we have developed and launched a new range of chairs. The environmentally-friendly Everly which is the first product under our new Social Spaces Green Label brand, is made from certified regenerated plastic (bottles or food packaging) and is also 100% recyclable at the end of its life.



 **CARPENTER**  
We bring comfort to your life.®

At Dams we return foam to Carpenter for closed-loop recycling, The waste foam that comes in gets baled and then goes to our Head office at Glossop to recycle into carpet underlay.



MFC timber up to 30% from recycled material. Last year our MFC supplier Kronospan used 30 million tonnes of recycled wood, which saved the equivalent of 6 million trees.



We are members of FIRA (Furniture Industry Research Association) and CFAS (Commercial Furniture Advisory Service) which gives us up-to-date knowledge and details on new product innovations within the furniture industry. We also get regular product updates from our supply chain on their latest design and environmental initiatives which helps us share best practice.



## From product inception through to manufacture Dams work to a cradle-to-grave philosophy.

The underside of our tops are multi drilled to enable their use across differing leg frames from desktops to table tops. This extends the life of a product.

Our Products are manufactured and assembled using simple hand tools which will allow the products to be dis-assembled easily and reconfigured where necessary.

We hold Forest Stewardship Council® Chain of Custody (FSC®C160081) which can lead to credit awards for BREEAM Fit-out and Refurbishment Projects.

## Manufacturing waste to landfill = **zero**



## Product **life cycle**

Dams after sales team has a dedicated parts and service department to extend the useful life of our products. There is no reason that a chair should go to a landfill simply because a castor breaks, or a desk should go to the tip because one of the feet has snapped due to some unforeseen incident.

We design our products with components that are recyclable whenever possible and easy to replace when there's wear and tear to fix or aesthetic updates to make, and for recycling at the end of their life cycle.

**Over £5M  
spend with  
local suppliers  
(<50miles) in  
2024**

# Supply Chain 1 2

Dams have long standing relationships with our raw materials, componentry and finished goods suppliers. Our volumes have grown year on year and this has led to a very stable, cost effective and reliable local supply chain. In order to protect our supply chain and achieve client expectation Dams dual source critical raw materials, components and finished goods which maintain a reliable supply chain during peaks, low stocks and other supply chain challenges.

We work with leading UK industry partners on steel, fabrics and task seating components and are committed to and responsible for the continual improvement of our environmental performance. We carry out regular reviews of our supply chain to ensure that they have maintained their Environmental ISO Certifications; and ensure we share best practice.

Dams aim to develop relationships with customers and suppliers built on shared trust and communal responsibility. We have committed to ensure that all our suppliers have good business ethics and meet the standards we hold in high esteem. Dams have a zero tolerance approach to any form of modern slavery, forced labour and human trafficking in our supply chain.



We operate the following policies that assist our approach to the identification of modern slavery risks and steps to be taken to prevent slavery and human trafficking in our operations including in our supply chain.

Whistleblowing Policy - we encourage all our employees, to report any concerns relating to unlawful conduct, malpractice, dangers to the public or the environment, and any other matter of a serious nature. Our policy includes specific guidance for employees on how to recognise signs of abuse, including slavery, human trafficking, forced labour and how to respond to and escalate any concerns.

Business Ethics Policy - our policy sets out the core values which we expect to be observed throughout the company. Our Supplier Code of Ethical Conduct details the values we expect from our external suppliers.

Supplier Policy - suppliers are required to declare that they provide safe working conditions, treat workers with dignity and respect, and act ethically and within the law in their use of labour. Furthermore, we expect our suppliers to provide relevant supporting evidence to justify their statements.



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## 98% of environmental data is collected

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We have systems in place to:

- Identify and assess potential risk areas
- Mitigate the risk of slavery and human trafficking occurring
- Monitor potential risk areas

Dams recognise that sourcing products locally can play a great part in reducing our company's carbon footprint. To that end we are always looking for UK based component suppliers. This provides work for people who contribute towards the UK's economy and considerably reduces our carbon footprint through greatly reduced transport requirements.

Dams Anti-Slavery Policy and Modern Slavery Annual Statement is published online (verified for compliance by The Business and Human Rights Resource Centre on behalf of The Home Office). Our Induction Programme and Employee Handbook familiarise all employees with these policies and procedures and directs them to the National Modern Slavery Helpline to report any concerns they may have (0800 0121 700).

Alternatively, incidents can be reported directly to our HR Manager or Purchasing Manager for investigation. Any report and findings are sent to our Managing Director to action. This could involve re-training our supplier on modern slavery or alternatively contract termination. No incidents have been reported to date.

# Sustainable manufacturing

Dams UK manufacturing operations are made up of a wood mill and upholstery factory. We cut, edge, and finish all our MFC products, design the steelwork and upholster our own seating ranges at our state of the art production facility.

Since 2018 we have invested over £19M in capital expenditure on new buildings, new equipment and new systems to secure the long term position of the company and employees. We have invested £6M in 2022/23 alone on new machinery, IT infrastructure and our warehouse extension, which has created over 50 new permanent jobs.

As our turnover increases, we benefit from economies of scale within both our distribution network and from increased purchasing power within our supply chain. We have over £7m finished stock holding covering over 9,500 product lines and a national delivery network already servicing over £63m turnover of office furniture and soft seating business.

When Dams Furniture obtained ISO 9001: 2015 in August 2019 it demonstrated to our UKAS & ASI Accredited Certification Body a high degree of compliance and a committed approach to driving business improvements and product innovation using our Quality Management System.



## Upholstery Factory

In our upholstery factory we've used C-Gex machines for the upholstery of chair seats and backs, which use the drawstring method on a heated bed filled with glass beads, which allow for the covers to be glued and fitted neatly. And they are so good that we've just taken delivery of another C-Gex machine as we look to reduce our lead times on made-to-order task chairs.

We've also completely re-designed the factory floor and manufacturing processes in our upholstery factory to improve the flow of products through the site and to reduce manufacturing time. This means that we can make our range of office chairs and soft seating products quicker so we can reduce our lead times, with an improved rate of on-time deliveries, and enhancing the overall product quality of our upholstered products.

## Wood mill



The Homag Sawteq B-400 HKL is capable of cutting up to 50,000 panels per week with members of the Dams team even travelling to Germany for some training on the software.

We also have an additional double sided edge bander with the new SCM Stefani EVO C machine, which supported with a stand-alone, state-of-the-art extraction system as we look to do everything we can to reduce our carbon footprint.

We took delivery of a new Homag BMG 310 Cenateq CNC shaping, drilling and routing machine to run alongside our existing shaping machines to help ensure all our standard wood products are consistently available from stock.



The brand new Homag Drilltec D-500 has two tasks - drilling and dowelling - so it can drill panels, inject glue and then insert dowels for improved efficiency.

The Baz 722, also from Homag, specialises in routing and edging two completely different wood panels, both at the same time!

# Continued investment

Dams Furniture is a UK manufacturer of office furniture and soft seating products. The business has invested heavily over the last three years in our production facilities and manufacturing technology, including over £3 million in the last year in new machinery, which has given us greater efficiencies and quality of product.



Quality products with the environment in mind



The Cardboard we use for packaging is 100% reusable with an 84% recycled content.

## Packaging

We operate a sustainable approach to waste packaging and are compliant with The Packaging Waste Regulations through our membership of Ecosurety. Returned packaging is assessed when it arrives back at the factory, marked green for re-use or red for recycling which ensures we get maximum use from our packaging.

We re-use cardboard attached to off-cuts of MFC as corner protection for our desktops, storage and boardroom tables.

We are an Upper Tier EA Waste Carrier, our Licence Reg. No: CBDU82920. This enables us to collect, move and repurpose or recycle product from our clients.

## 2023 MIB Award Winners

The Merseyside Independent Business Awards represent a prestigious opportunity for us to showcase our achievements, innovation, and commitment to excellence within the local business community. Being recognised with this award underscores our dedication to sustainable growth, customer satisfaction, and contributing to the region's economy. It provides us with the platform to celebrate our team's hard work and reinforces our position as a leader in our industry, driving forward both business success and community engagement.

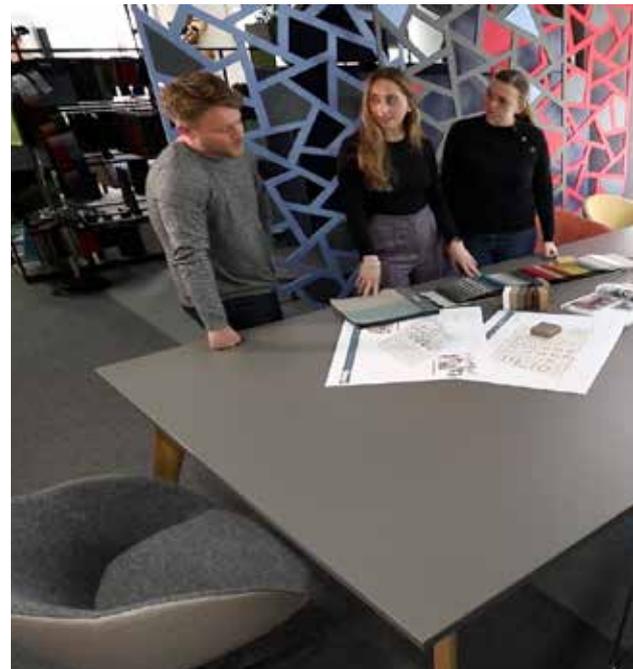




# Sustainable workplace design 14

In general, the UK office furniture market remains strong and in growth following the Covid pandemic. The workplace is changing, the office design is changing with it, and how businesses use their office space has evolved as a result of the advent of hybrid work. If the pandemic has taught us anything, it is the value of flexible work settings that encourage collaboration and concentration simultaneously. This has led to businesses investing in their office spaces and creating more agile, flexible working solutions.

In the business world, sustainability has become a key component in corporate development, with more and more companies willing to work with commercial interior designers to create greener, more sustainable environments. Creating a workspace that is multi-functional and efficient, but also applying innovative methods to save energy, cut waste and increasing the wellbeing of employees, making them feel comfortable in the workspace and improving the quality of their lives.



## Reduced carbon footprint

By using green design elements, offices can be transformed into healthy spaces. One trend we have seen gaining traction is the introduction of biophilic design. Being indoors for most of the working day, we need to increase our connectivity to the natural environment. Greener workspaces increase the levels of comfort and relaxation, and can be used both internally and externally to make significant energy savings.

## Biophilic design

For businesses who do not have access to an outdoor location spacious enough to accommodate such activities, living walls, views of nature, plants and other biophilic design components can be used to incorporate green elements into the workplace. This also produces a relaxing and stimulating environment that helps to relieve stress and boost creativity, which is important for overall productivity and will potentially save a lot of money for the company.

## Employee wellbeing

By providing a more pleasant work environment for employees, businesses can increase staff morale and satisfaction levels. When employees feel more comfortable in the office, they tend to be less irritable, less distracted, more likely to be able to maintain concentration for prolonged periods of time, and therefore, more likely to produce better results.

## Sustainable materials

It's important to stress that sustainable design isn't limited to preserving natural resources; it is also concerned with enhancing the wellbeing of employees. Several companies have adopted this new way of providing a healthy and happy work environment for their employees and are reaping the benefits. To sum it up, a sustainable workplace design saves energy, saves money, saves the planet, and makes people happier, healthier, and more productive.

# Interior design

We have a dedicated team of Interior Designers who have specialised in creating workspaces that are not only multi-functional and efficient, but also apply innovative methods to save energy, cut waste and increase the wellbeing of employees, making them feel comfortable in the workspace and improve the quality of their lives, which in turn can increase staff morale and satisfaction levels.



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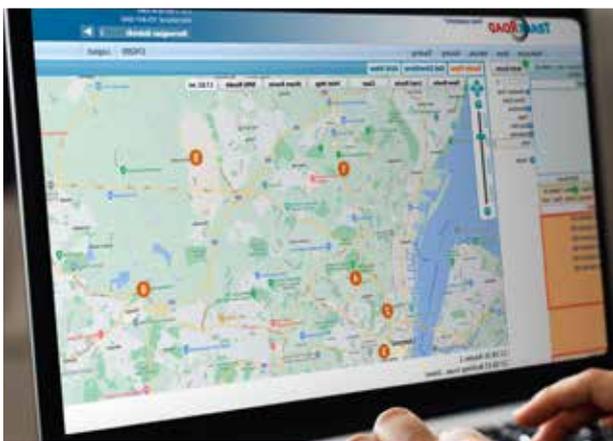
# Greener 15 transportation

Dams is committed to reducing our environmental impact and continually improving the environmental performance of our fleet of vehicles.

We operate and maintain our own private fleet of delivery vehicles covering the UK, with fuel efficient Euro 6 category HGV vehicles with an additional tank for AdBlue additive that results in low emissions. We also recently took delivery of our first 100% electric, zero emissions delivery van to service the local areas with product deliveries and furniture installations.

Dams has invested in seven new lithium-ion powered electric forklift trucks for our warehouse and distribution centre. Compared to traditional lead-acid batteries in forklift trucks, lithium-ion batteries are more lightweight, efficient, and environmentally friendly. They have a longer life span with shorter charging periods, don't require as much maintenance and their long-life capabilities make them good value and easy to work with.

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## Distribution Centre

Over the last year, our new 60,000 sq.ft. extension to our warehouse and distribution centre became fully operational, providing an increase in our stock holding capacity to better service the needs of our existing and new customers. The warehouse extension gives us an additional 5,000 pallet locations, which increased our storage capacity of finished goods by 48%, taking the total space for stock to over 185,000 sq.ft, with a new dedicated goods in area, and additional warehouse space to operate at higher levels.

## Efficiency savings

Dams ship direct to our customers end-users, so we eliminate multiple stops and go directly to the final destination, reducing the number of trucks on the road, fuel usage, and wear and tear. The use of bunker fuel sites has led to significant savings, and we are actively investing in gas bio-fuel units and alternative-fuel vehicles to further reduce our dependence on fossil fuels.

## Delivery incentives

To help us reduce our CO<sub>2</sub> emission targets, we have looked into how we could incentivise drivers to eco-drive better. Our drivers receive a fuel bonus for driving the vehicle in a way that conserves fuel, minimising waste and pollution. When idle, our drivers are instructed to shut off their trucks to save fuel usage and reduce greenhouse gases. All of which is monitored by our Transport team to see our carbon output weekly.

## New technology

It is imperative that our vehicles maintain high quality standards and we must continue to invest in futureproof technology. Over the last 2 years, various company vehicles have been replaced with electric and hybrid cars, powered through connection to electrical charging points installed at our head office site. For our head office employees, we also encourage the use of alternative means of transport and car sharing as appropriate.



**We have saved  
over 77 tonnes of  
CO<sup>2</sup> from our back  
loading processes**

# Our plans for the future

# 25/26

Dams Furniture are committed to not only meeting current environmental and social standards, but also setting new ones. Our employees, customers, and communities have shaped our culture, and we believe that together we can create a better world.

**ACHIEVE  
NET ZERO IN  
SCOPE 1 AND  
2 BY 2035**



**MAINTAIN  
ECOVADIS  
GOLD MEDAL  
RATING IN  
2025/2026**



**RECYCLE 5000  
OLD PRODUCTS  
RETURNED BY  
COSTUMER  
- AVOIDING  
LANDFILL**



**REDUCE  
50% OF GAS  
CONSUMPTION  
BY 2026**



**EPD FOR  
SOCIAL SPACES  
PRODUCTS  
BY 2026**

**INCREASE  
REUSABLE  
PACKAGING BY  
20% IN 2025**



**INCREASE  
THE NUMBER  
OF ELECTRIC  
VEHICLES IN THE  
BUSINESS BY 2  
IN 2025**



**EXPAND RE.THINK  
REMANUFACTURE  
IN 2025/2026**



**SUPPORT LOCAL  
SCHOOLS AND  
COLLEGES WITH  
WORK EXPERIENCE  
WITH A MINIMUM  
OF 200H PER YEAR**



**RAISE £10+  
FOR CHARITY  
IN 2025/2026**



**INCREASE THE  
NUMBER OF  
STAFF TRAINED  
AS METAL  
HEALTH FIRST  
AIDERS BY 20%**





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