



Corporate Social Responsibility Policy

January 2020

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Statement

At OMK we believe that Corporate Social Responsibility (CSR) is about understanding our impact on the wider world and how we can leverage this impact in a positive way.

We recognise 5 key areas that contribute to corporate social responsibility: our customers, our people, our local communities, our suppliers and our environment.

This policy outlines our commitment to each of these areas.



Matt Osborne
Managing Director

Our Customers

We support many different types of customer by providing innovative furniture solutions.

We continually work to ensure that we are providing the best service for our customers. We ensure that our communications with customers are clear, whilst we endeavour to provide products that meet their needs.

Due to the extensive life cycle of our products we maintain long-term relationships with our customers. Our aftersales team deal with maintenance requests and repeat orders as airports expand. This is supplemented by regular visits by our technical sales team to ensure that latest products and developments are explained.

Each development within a product range is designed to be retro fitted, further expanding the life of the seat. For example we originally supplied upholstered seats to Hamburg Airport in 1990. In 2014 they decided to upgrade to moulded polyurethane, a finish that was not available at the time of order, we supplied new panels to be fitted to their existing chassis by their maintenance staff.

If a customer decides to refresh the look of their seats whilst continuing to work with us, they have the option of replacing their seats with one of our new systems. This attention to design and customer satisfaction means that we get a large amount of repeat business.

Our ISO 9001 process ensures that a customer satisfaction survey is sent to every customer after each delivery and any negative feedback is raised with management immediately. An annual review is designed to react to any serious issues identified by the surveys and make changes to our operations process to ensure that they are not repeated. This process has created positive results, during our last ISO audit no negative feedback was received.

Our People

Our business depends on our employees and we want everyone who works at OMK to understand their value to the business.

New employees undergo an induction process designed to inform them about both the principles of OMK and the benefits we offer them. During their induction our Corporate Social Responsibility, Environmental and Health & Safety policies are explained in detail.

A weekly meeting is held to give employees the chance to offer feedback into our operational process. This feedback is essential for the management team as it ensures that every employee contributes and takes ownership of our core activities. In addition to weekly meetings, regular one on one appraisals take place for us to ensure that personal expectations and goals are being satisfied as well as offering guidance where necessary.

We actively encourage development to retain our staff. This is achieved by offering training courses to further



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Our People

their knowledge or by learning new skills to enable diversification into different roles if desired. Our current management team have all been trained internally with each member working for OMK for over 10 years.

OMK are committed to treating all employees equally regardless of age, disability, ethnicity, gender, marital status, religion, social background or sexual orientation.

In addition to our full time staff members we offer flexible hours to part time staff. This is especially suitable for parents returning to work after maternity leave.

We offer a variety of benefits that help support our employees, these include:

- Competitive parental leave
- Flexible working arrangements for part time staff
- Employee product discount
- Pensions scheme
- Mobile phone insurance
- Discounted gym membership
- Taste card for discounted restaurant bills

Our Local Communities

As a design led company we actively engage with the local community by offering our experiences to students wishing to enter the design industry. Our Chairman Rodney Kinsman RDI has been a visiting Professor at the London University of the Arts since 1995, and served on the board of governors for 12 years. Each year we host a group of students in our showroom for a tutorial session. During which Rodney and members of our design team share their experience; giving a first hand insight on how to enter into employment. In addition we operate a work placement scheme for one student per year.

We regularly donate seating to local communities, including London University of the Arts and our neighbouring residents association to help improve their environment.

Our staff also participate in a variety of fundraising events and we regularly support fundraising efforts by our supply chain and clients.

Whereas we do not manufacture in third world or developing countries, we do supply our products to these regions. Our engineers travel to site to supervise a team of local labourers to complete the install and train them in any additional skills they may require. The wages that we offer not only adds to the local economy but the skills that we teach the workers can often help them to continue to work on the project site.

Our Directors are Fellows of Royal Society for the encouragement of Arts; a body designed to enrich society through ideas and action.

Our Suppliers

Suppliers and contractors are carefully selected based on their performance and commitment to best economic, social and environmental practices.

As a design led company we are always looking to adopt the latest technology and materials to make our product cost effective and improve our efficiency. As an ISO 9001 accredited company we require our suppliers to also be ISO accredited or equivalent.

During the assessment stage we review their Corporate Social Responsibility and Environmental Policies to ensure that they are in line with our requirements. We ensure that their workers receive a living wage, their hours are not excessive and that working conditions are safe and hygienic. Discrimination must not be practiced.



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Our Suppliers

Performance is monitored through regular factory assessments. Where we identify room for improvement and work with them to make positive changes. This has had very positive results with our manufacturing costs decreasing every year over the last 3 years whilst maintaining timely deliveries.

Our Environment

OMK are committed to operate in an environmentally sustainable manner and are currently working towards ISO 14001 environmental standards for management, measurement, evaluation and auditing. An integral part of this process is the education and training of employees in environmental issues.

As a manufacturer we recognise that we have an impact on the environment in terms of materials, production, packaging & transport. Our products are all the result of a considered modular design with reusable parts increasing the lifespan and time in service. We offer a full aftersales and maintenance service and have the longest guarantee in our sector of 25 years.

We select our suppliers & contractors based on their environmental standards and give preference to ISO 14001 or equivalent certified companies. All of our suppliers are based in the EU with the majority in the UK ensuring that adequate environmental standards are met. We look for evidence that energy usage is regularly monitored during the production process and assess their environmental policies when we carry out the inspection of their premises.

Wherever possible we use recyclable materials and are always investigating the use of materials that have a lower environmental impact but are still cost-effective and produce quality products.

We look for opportunities to reduce packaging size and weight, and to select recycled or more sustainable packaging materials. Components are shipped to us in re-usable crates that are rotated with deliveries. All surplus cardboard is compacted and baled to be collected by the council recycling scheme. Any defective components are recycled, we have scrap bins for different metal types that are collected by an independent environmental company.

Qualified logistics staff plan our domestic and international transport for efficient supply chain solutions. To reduce our carbon footprint, products are shipped in component form by sea rather than air. Final assembly takes place on site reducing the number of containers required.

We have a partnership with furniture recycling specialists 'Waste to Wonder'.

This organisation undertakes clearing projects with the aim to recycle and put to ethical use furniture that is no longer needed. It reuses unwanted equipment, such as public seating, supporting schools and charities all over the world.

Waste to Wonder aims to redistribute as much equipment as possible to local and international good causes. As a result, the client saves thousands of pounds in disposal costs as the items they redistribute do not incur recycling or disposal charges. Unsuitable items are recycled in line with ISO 14001.

Charitable Donations

To celebrate World Sight Day 2019, we were delighted to announce our partnership with Orbis as our official charity partner.

Orbis is an international eye care charity that prevents and treats avoidable blindness and visual impairment. Orbis trains and mentors local eye care teams, raises awareness in communities, and partners with hospitals, Non-Government Organisations and governments to save sight and transform lives around the world.

A percentage of all of our sales is donated to Orbis each year.



Contact Us

Our head office is located in central London where we manage global sales, design and production.

OMK Design Ltd
30 Gresse Street
London, W1T 1QR
United Kingdom

enquiries@omkdesign.com
+44 (0)207 631 1335

