

Furniture best practice policy



Quality Manual 9001: 2015		Amendments authorised by: Mr S. Fasulo	
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Providing the Solution.....

Our Ethos

'Service above all else'

- Quality of service, products and a continued relationship are paramount to ensuring we meet our client's expectations

Our Products

- Provide the quality of product that exceeds the requirements of our clients
 - To utilise current client furniture
 - To ensure all our products meet the UK and European standards

Our Ethics

- Integrity, respect, performance excellence and accountability.

Our Mission

- To consistently provide a quality leading service, that is both inspiring and flexible in meeting
The planning, management, visionary and environmental needs of our clients.

Our Offer

- To maximize our offer by bringing together experienced and talented confident people with diverse skills and a wealth of knowledge to create a client focused, modern, highly competent service.

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"The Interior Experts"

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Our Staff

- To provide a working environment where a business like, yet friendly manner is normal, where our team can enjoy being part of our company and know they play an important part in the continued success of our business.

From Concept to Delivery.....

We ensure that we maximise Value for Money over the whole life of the furniture. As an overarching principle we consider at each stage, value for money. With this in mind, the following best practice process has been at the forefront of our services.

We are a company concerned with the environmental impact of disposal and use our wealth of knowledge to give our clients alternative options for the reuse, recycling or disposal of existing furniture.

Reuse existing office furniture

The redeployment of furniture underused in other areas of the client’s organisation shall be considered first, assuming offices are located reasonably near each other.

- ❖ When moving premises, primary consideration shall be given to reusing currently existing furniture this may be sourced either from the original location or left by previous tenants at the new location.
- ❖ Where internal stock is not sufficient to meet the client’s requirements, we will try and source furniture that complements the current style as close as possible.
- ❖ Where we cannot achieve in an economically viable way the re-use of the clients existing furniture, we will provide alternative options for the client to consider.

New office furniture

The introduction of new office furniture will be undertaken once a full brief has been taken from the client.

- ❖ The full specification of the product will be discussed with the client
- ❖ The purpose of the seating, desking and storage will be reviewed to ensure compatibility with the clients wishes

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- ❖ The current and potential new office layout will be taken into consideration and designed to meet the client's needs
- ❖ We will identify the type of working environment the company offers its clients to ensure we are providing the optimum level of comfort and support for the staff engaged in the company's activities
- ❖ The Health and Safety of our client's staff is paramount and we will ensure that all regulations are met at all times.
- ❖ Our approach to our customer and clients is outlined below

General	
Design for reuse, refurbishment and repair	All procured furniture will be as far as is practicable designed for disassembly to facilitate reuse, refurbishment, and repair and ultimately recycling, either in part or as a whole.
	Verification: Our suppliers will provide technical documentation that demonstrates that their product can be disassembled with standard tools, thereby allowing reuse, refurbishment, and repair and recycling of components.
Spare Parts	Components and spare parts will be made available by the supplier for at least 5 years after sale to extend the product's lifetime through repair, as far as reasonably practical.
	Verification: Our suppliers will provide appropriate documentation to demonstrate compliance with these standards.
CAD Diagrams	All our furniture projects will be CAD designed to identify the location of the desking, storage.
	Verification: Our supplier will provide a CAD diagram showing information on the dimensions of the products.
Plastic parts	information regarding recycling may be included in the user's manual or similar literature
	Verification: Our suppliers will provide evidence that plastics included within the product are clearly labelled for recycling. Alternatively, this information should be included within the User's Manual or similar literature. Suppliers should also declare where materials within the product may hinder recycling
Durability, reparability, fitness for use and ergonomics	All furniture will comply with the relevant UK technical and quality standards, or equivalent, for serviceability, as given in FIRA's "Technical Requirements for Furniture. Produced for Defra by FIRA International Ltd5. October 2011".
	Verification: Our suppliers provide appropriate documentation to demonstrate compliance with these standards.

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Hazardous Chemicals	
Adhesives and glues	Where adhesives and glues are used, their VOC content shall not exceed 10% by weight. Verification: Suppliers must submit a list of all adhesives used in the assembly of furniture and their MSDS or equivalent documentation, demonstrating compliance with the criterion. Furniture carrying a Type 1 ecolabel will be deemed to comply. Suppliers should specifically ask to see either the Type 1 ecolabel or the section of the MSDS or other document that states the VOC content of the glue
Formaldehyde in panels	The emissions of free formaldehyde from wood-based panels shall not exceed the E1 emissions limit as described in standard BS EN 13986: 2004 Wood-based panels for use in construction (referring to BS EN 312: 2003 Particleboards Specifications and BS EN 622-1 2003 Fibreboards Specifications for MDF). Verification: Suitable evidence, such as test reports, shall be supplied demonstrating compliance with this criterion and the standards quoted.
Surface coatings of wood, plastic and/or metal parts	The products used for surface coatings shall not contain: <ul style="list-style-type: none"> • more than 5% by volume Volatile Organic Compounds (VOCs) • Alkylphenolethoxylates • Isothiazolinone compounds • PFAS (Perfluorinated alkyl sulfonates) • Phthalates • Heavy metals except as a siccative • Volatile aromatic hydrocarbons • Halogenated Organic Solvents that are considered by MSDS to be harmful to human health. Verification: a declaration by the supplier demonstrating compliance with the criteria should be produced
Wood	
Wood and wood based materials	<p>Timber must be purchased in accordance with the UK Government's timber procurement policy. Only timber and timber products originating either from independently verified legal and sustainable sources or from a licensed Forest Law Enforcement Governance and Trade (FLEGT) partner can be purchased.</p> <p>As an alternative, contracting authorities can demand recycled timber. Please refer to Timber Procurement Advice Note (TPAN) for the definition of recycled material.</p> <p>All wood used in furniture must have evidence from the supplier that the products they are delivering comply with the policy. This evidence should certify that the supplied products are derived from legal and sustainable sources or are FLEGT licensed. Further details of how to achieve this are available on CPET's website. www.cpet.org.uk</p> <p>Verification: Suppliers should provide evidence covering both the source of the timber (Chain of Custody) and proof that it is legally and sustainably managed, or licensed by the FLEGT (Forest Law Enforcement Governance and Trade) Voluntary partnership. This evidence can come in two forms, Categories A (forest certification) and B (other type of evidence), as set out in the UK Government Timber Procurement Advice Note. It and further advice are available at www.cpet.org.uk</p>

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	Documentary evidence and independent verification also apply to recycled timber, but focus on the previous timber use rather than the forest source. Recycled timber shall be supported with evidence tracing the timber back to the previous use.
Textiles	
Textile materials and fabrics	The products shall comply with the Government Buying Standards mandatory Technical Specifications criteria for textiles. See: http://sd.defra.gov.uk/documents/spec-textiles.pdf
	Verification: All products carrying the EU Ecolabel for textiles or a national or private label fulfilling the listed criteria will be deemed to comply. Any other appropriate means of proof, such as a technical dossier of the manufacturer or a test report from a recognised body will also be accepted.
Padding materials	The blowing agents of polyurethane foams (PUR-Foams) must not be HFC or methylene chloride.
	Verification: Suppliers must present a declaration by the foam manufacturer of compliance with this criterion.
Textile materials and fabrics	Organically produced cotton and other natural fibres used in textiles in furniture. Bidders must indicate the proportion of cotton and other naturally produced fibres used in the textiles by weight derived from organic production. To be considered as such, the fibre must be produced according to Regulation EC No 834/2007.
	Verification: Suppliers must provide evidence of the origin of the fibres used and the organic nature of their production, such as the EU Organic logo or other approved national logos for organic production
	Bidders must indicate the proportion of the textile by weight made from recycled fibres, i.e. fibres originating only from cuttings for textiles and clothing manufacturers or from post-consumer waste (textiles or otherwise).
	Verification: Suppliers must provide appropriate documentation indicating the proportion of the textile by weight made from recycled fibres. The supplier must also provide evidence of the origin of the recycled fibres used.
Recycling	
Product materials	The tenderer should indicate the percentage by weight of recycled content and/or refurbished and reused components of wood based materials, plastics, and/or metals in the final piece of furniture.
	Verification: Suppliers must show documentation describing the percentage by weight of recycled, refurbished and reused content.
	The tenderer should demonstrate that they have a take-back scheme for repairing and refurbishing products or recycling for products that have reached the end of their useful lives.

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	Verification: Suppliers must provide documentation to demonstrate that they have the capacity to meet this requirement.
Padding materials	Products that contain padding materials shall comply with the EU Ecolabel Mattress criteria. For flame retardants (FR) used in foams, both additive and reactive flame retardants are permissible.
	Verification: All products carrying the EU Ecolabel or a national or private label fulfilling the listed criteria will be deemed to comply. Any other appropriate means of proof, such as a technical dossier of the manufacturer or a test report from a recognised body (EN ISO 17025 or equivalent certified) will also be accepted. Suppliers will ensure compliance with UK flammability legislation.
Packaging Materials	The tenderer should indicate the percentage by weight of recycled content in the packaging materials (plastic and cardboard).
	Verification: Suppliers must provide a list of different packaging materials, their weight and a declaration by the packaging producer(s) stating the percentage recycled content in their packaging material.
	The tenderer should demonstrate that their packaging system is designed to be reused for its original purpose.
	Verification: Suppliers must provide evidence in accordance with BS EN 13429: 2004 or equivalent. This states that the packaging should be able to do a significant number of trips under normal conditions of use without suffering significant damage upon loading and unloading; a system supporting packaging reuse is available. The packaging can be cleaned, washed and repaired as necessary, and still be able to perform its intended function without any risk to the health and safety of those doing so.
	The tenderer should demonstrate that the packaging material is clearly marked to aid recycling and disposal.
	Verification: Suppliers must provide evidence that they subscribe to The On Pack Recycling Label Scheme and that they use appropriately sanctioned logos on their packaging.

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