



**office tech**

FURNITURE SUPPLIES / SERVICES



# **CORPORATE SOCIAL RESPONSIBILITY REPORT**

**[WWW.OFFICEFURNITURETECH.CO.UK](http://WWW.OFFICEFURNITURETECH.CO.UK)**



# CONTENT

01

INTRODUCTION

02

DIRECTOR'S MESSAGE

03

HEALTH & SAFETY IN WORKPLACE & COMMUNITY

04

ENVIRONMENTAL LEADERSHIP

05

QUALITY AND BEST PRACTICE

06

WINNING PRACTICE

07

ETHICAL BUSINESS PRACTICE

08

EMPLOYMENT PRACTICE

09

COMMUNITY RELATIONS

# INTRODUCTION

Office Furniture Tech Ltd has a proud heritage that spans over 15 years of commitment to the office furniture industry. In 2020, Naseebullah Zadran started Office Furniture Tech Ltd as a one-man operation purely to do repairs to business furniture. During the COVID-19 pandemic, Office Furniture Tech Ltd started selling used office furniture for people working from home who could not afford brand new and then had an opportunity to supply new office furniture to businesses in Yorkshire. We cooperate with four reputable UK manufacturers: Hawk Office Furniture Ltd, DAMS Furniture Ltd, Alliance Seating Ltd, and ALLcam Office Ergonomics.



# DIRECTOR'S MESSAGE



**Naseeb Zadran**

Office Furniture Tech Ltd also offers a unique service of storing customer furniture to be reused. With a commitment to sustainability, we are passionate about reducing waste and finding innovative ways to reuse furniture. Our storage facilities are secure, climate-controlled, and equipped with the latest technology to ensure the safety and longevity of the furniture.

# HEALTH & SAFETY IN WORKPLACE & COMMUNITY

Office Furniture Tech is committed to meeting and exceeding the legal requirements and obligations to safeguard the health and well-being of our employees, customers, and members of the public affected by our operations.

Health and safety is not seen as an interruption to getting the job done but as a key element in ensuring work is completed successfully and in line with safe operating standards.

Office Furniture Tech Ltd.'s health and safety activities and procedures are legally compliant, and practical and involve all levels of the business.



# HEALTH & SAFETY IN WORKPLACE & COMMUNITY

We prioritize the training and education of our employees to ensure they understand the importance of health and safety in the workplace. We also consistently review and update our health and safety policies and procedures to ensure they are effective and up-to-date.

In addition, we strive to create a culture of safety throughout our organization by encouraging open communication and feedback from employees. We believe that every employee has a role to play in maintaining a safe and healthy working environment.

We are proud of our track record in health and safety and are committed to continuously improving our performance in this area. We will continue to invest in the necessary resources and training to maintain a safe and healthy workplace for everyone involved in our operations.

## Health & Safety

Office Furniture Tech Ltd's health and safety record demonstrates that we care about the safety of our employees and customers and continually strive to improve standards of practice. This is achieved by ensuring all staff understand their responsibility in contributing to successfully implementing the health and safety policy.

Our policy and processes are underpinned by the belief that many accidents are preventable. Our key initiatives focus on:

- Reducing accidental risk.
- Improving the awareness and training of our managers and employees in health and safety matters.
- Encouraging a positive safety culture throughout the company.
- Regularly reviewing our health and safety policy and processes to ensure they are up-to-date and effective.
- Providing appropriate equipment and resources to enable safe working practices.
- Conducting regular risk assessments and taking action to address any identified hazards.

By prioritizing health and safety, we can create a productive and positive work environment for our employees while also ensuring the safety and well-being of our customers. We are committed to maintaining our high standards and continually improving our practices to ensure the ongoing protection of everyone involved with our business.

# ENVIRONMENTAL LEADERSHIP

## Office Furniture Tech Ltd's Environmental Commitment

Office Furniture Tech Ltd is dedicated to minimizing our ecological impact and continuously searching for new and innovative ways to achieve this goal. Our company's Environmental Management System includes frequent monitoring and careful review of all work practices, with a particular focus on waste management and energy and carbon footprint management. Our commitment to environmental sustainability has been recognized with ISO 14001 accreditation.

**Environmental Auditing:** Our Quality Control Managers are trained to identify areas where environmental standards can be improved. Through local training initiatives, they work to drive improvements that benefit the natural environment.

**Recycling Services:** Our Business Solutions division provides environmental and reuse services to our clients to help them manage the recycling, reuse, and disposal of their unwanted items. This includes recycling furniture to reduce waste and promote sustainability.

**Reducing Fuel Emissions:** In 2018, we improved fuel efficiency by implementing improved vehicle routing, pre-journey route planning, and live vehicle monitoring.



# QUALITY AND BEST PRACTICE

Office Furniture Tech's Commitment to Quality Service  
At Office Furniture Tech, we are dedicated to offering unparalleled service to our clients. To support this mission, we have developed the 'Moving with Quality' initiative. This initiative includes a nationwide program of customer evaluation, best practice procedures, and performance improvement planning to ensure we deliver the highest quality service possible. Our goal is to create a seamless, positive experience for our customers during home or business relocation. By implementing a framework of behavior, processes, and standards, we drive quality throughout our organization.



# QUALITY AND BEST PRACTICE



## Establishing Standards

We have recently updated the Moving with Quality Manual's operational standards. The manual outlines nine behavioural standards that dictate our approach to customer service. These standards include:

- Attentively listen and effectively communicate with your customer
- Consistently deliver on our promises
- Emphasize efficiency and meticulousness
- Avoid criticism or blame towards others
- Be adaptable
- Be proactive and responsive
- Show care and consideration
- Practice tactfulness, openness, and honesty
- Demonstrate intelligence and astuteness

## Putting Customers First

- We value our customer's feedback and use it to influence our training and policymaking
- To ensure a smooth move, customers receive a call before the move to confirm the details, a call on move day to address any issues, and a call after the move to resolve any concerns
- We follow up with an email survey to gather feedback and rate our performance
- Our customer satisfaction index is based on satisfaction rankings at each stage of the move, according to the Office Furniture Tech team.



# WINNING PRACTICE

## Objective n° 1

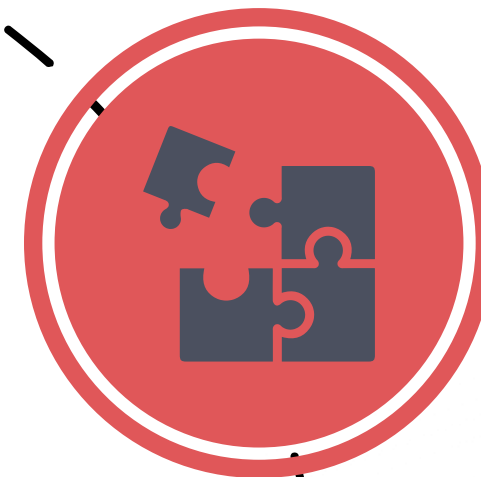
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## Objective n° 2

During Covid 19 we had the chance to do office clearances ourselves. Having done our own office furniture clearances gave us the opportunity to help individuals, small businesses and charities with unwanted office furniture from large companies

## Objective n° 3

There have been more than a few ups and downs over the recent past, but today Office Furniture Tech Ltd is still a privately owned and proud UK seller of office furniture, operating from one large site in Bradford. As a successful, strong and growing business employing over 5 full-time workers and using 45 agency workers from time to time in the UK, Office Furniture Tech Ltd is uniquely placed to meet the diverse, ever-changing needs of the office furniture market.



# ETHICAL BUSINESS PRACTICE



We believe that ethical conduct and good governance are critical to business success. Our approach to corporate and CSR governance allows Office Furniture Tech to create a framework of behaviours which give our clients and customers confidence in our people. Our employees are the backbone of our service and their attitudes shape our reputation in the marketplace.

- Conveys our approach to ethical behaviour
- Governs how staff must deal with ethical, compliance, bribery corruption and business conduct issues
- All employees are asked to read and commit to the code
- Ensuring our standards and rules of behaviour contribute to a culture of strong business ethics
- Updated each year to equip employees with the knowledge and skills to make the right decision when confronted with an ethical dilemma



# EMPLOYMENT PRACTICE

- Office Furniture Tech ensures that our employment policies and procedures are always up-to-date and compliant with the latest employment legislation. We prioritize inclusivity and equality among all our employees and regularly monitor our policies to ensure we uphold these values.



# EMPLOYMENT PRACTICE

- Office Furniture Tech ensures that our employment policies and procedures are always up-to-date and compliant with the latest employment legislation. We prioritize inclusivity and equality among all our employees and regularly monitor our policies to ensure we uphold these values.
- We believe that a diverse workforce is essential in creating a positive and productive work environment. Our goal is to provide our employees with a safe and respectful workplace where everyone is treated with dignity and respect. We are committed to providing equal opportunities for all employees, regardless of their race, gender, age, sexual orientation, disability or religion.
- In addition to our commitment to equality, we also believe in providing our employees with a healthy work-life balance. We understand the importance of having time for family, friends, hobbies and other pursuits outside of work. That's why we offer flexible working arrangements, including the ability to work from home or to have flexible hours.
- At Office Furniture Tech, we value our employees and strive to create an environment where everyone can thrive. We believe that by prioritizing inclusivity, equality and work-life balance, we can create a workplace that is both productive and fulfilling for our employees.

## Equal opportunities and diversity

- Office Furniture Tech provides equality of opportunity and values the diversity of our employees.
- We attract people from a wide range of backgrounds.
- We operate an inclusive workforce; reflecting the communities we serve.
- Office Furniture Tech is a signatory to the Social Mobility Business Compact and encourages fair recruitment practices to give opportunities to people from all ethnic groups and educational backgrounds.
- Our equal opportunities policy encourages fair recruitment and access to work opportunities, eliminating barriers to social mobility.



## Bullying and harassment policy

- Office Furniture Tech Ltd is committed to promoting a harmonious environment where every employee is treated with respect and no worker feels intimidated.
- The policy sets out the formal process for reporting and responding to such incidents.

# COMMUNITY RELATIONS

Our business has an impact on the local community as we use our resources, skills and knowledge to achieve social benefits and lasting community relationships.

This involvement goes beyond simple donations to good causes; Office Furniture Tech encourages employees to interact and take part in the communities that support their local branch.

## We support local communities through:

**Volunteering time:** Employees give their personal time, expertise, and knowledge to support and benefit local organizations.

**Resources:** We provide transport services to help local community groups and those with international interests achieve their goals.

**Fundraising and donations:** Employees at all levels help fundraise and contribute to charitable causes.



# STAY IN TOUCH WITH US!



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