

Customer Information

Corporate Policy (1/3)

Symrise's business activities help contribute to fulfilling basic human needs in terms of health and nutrition as well as care and wellbeing. In our eyes, giving our processes and products a sustainable focus is a natural part of the quality standard we pursue. As we work, we always look for common paths and solutions which benefit everyone – from raw-material suppliers to consumers. We call this approach "Sharing Values."

Symrise has securely anchored a focus on corporate responsibility into its integrated business strategy. As a result, four pillars have been defined which categorize the operational sustainability activities of the core business:

Footprint:

We minimize our environmental footprint along the entire value chain. This helps conserve resources and contributes to offsetting climate change and environmental pollutants. In addition, it also saves money by increasing our efficiency.

Innovation:

We maximize the added value of our products' social and environmental impact.

Sourcing:

We maximize the sustainability of our supply chain and raw materials. The focus here is on ensuring a stable long-term supply of top-quality raw materials as well as providing the greatest possible transparency and mitigation of our environmental and social impact.

Care:

We create lasting value for our employees and the communities where we work. In addition to strengthening the infrastructure and sense of team spirit, we also hire new talents and increase employee motivation.

Symrise constantly strives to improve the levels of satisfaction among its stakeholder communities by systematically identifying their expectations and responding immediately to significant needs. The relevant legislative guidelines are upheld. Symrise's values and guidelines are described in the code of conduct, thus making them an integral component of corporate policy.

Corporate Policy (2/3)

Symrise is committed to upholding human rights, especially the fundamental principles of the International Labor Organization (ILO), the United Nations Conventions on the Rights of the Child and the Universal Declaration of Human Rights. Ensuring quality, occupational health and safety, environmental protection, food safety and product safety are equivalent priorities to economic success.

The Integrated Management System (IMS) at Symrise is based on the international standards ISO 9001, ISO 14001, OHSAS 18001, ISO 26000, ISO 50001, SA 8000, BRC (British Retail Consortium) for Consumer Products, the generally valid audit standards of the Global Food Safety Initiative (GFSI) such as FSSC 22000, as well as locally recognized standards for ongoing performance optimization. Furthermore, the management system for quality control in Holzminden is based on the ISO standard 17025. The processes which underlie products and services are an integral aspect of the Integrated Management System (IMS), which honors the interests of employees, clients, authorities, suppliers, stakeholders, the neighboring community and society in general.

Symrise is committed to promoting standards for quality, occupational health and safety, energy conservation, environmental protection and food and product safety across every level of the company around the world. Suppliers and contract partners are as much involved in this process as the company's employees. Their dedication to optimization is a key contribution to the value-added chain, and consequently Symrise supports it. Symrise uses training and professional-development measures to increase awareness of quality, occupational health and safety, energy use and environmental protection as well as the safety of food, products, and analytical processes.

Symrise defines clear goals in terms of quality, occupational health and safety, energy use and environmental protection as well as food, product and analytical safety and customer focus: and these goals are communicated to all employees. Results and measures for improvement are reviewed and revised on a regular basis so as to best reflect changes in conditions and the newest insights.

Symrise itself does not keep any animals, and the amount of animal-based raw materials it uses is extremely small. Nevertheless, the company sees animal welfare as an extremely relevant issue, and it makes a priority of ensuring that its suppliers are committed to this principle as well. In regularly held discussions it addresses the five freedoms of animals in an agricultural setting.

Corporate Policy (3/3)

Symrise does not conduct any animal testing itself and avoids such tests wherever possible. Alternative methods have been and are being developed to replace the animal tests that are legally required to protect consumers; the objective here is to keep the number of necessary tests to an absolute minimum.

Symrise consistently optimizes its strategy for responsibly acquiring raw materials. The proportion of raw materials derived from sustainable sources is constantly being increased, which in turn promotes biodiversity among flora and fauna and prevents deforestation

Symrise prevents waste and substitutes other chemicals in lieu of hazardous substances whenever it is technically and economically feasible. Furthermore, the company optimizes its processes to minimize their impact on people and the environment. Symrise develops environmentally friendly products; in doing so, it minimizes its ecological impact (including transportation-related issues) so that it can continue to increase its contribution to environmental protection. Stakeholders are informed about the potential effects of their products and given information about handling them appropriately.

The company's corporate activities in the field of sustainability are published in an annual sustainability report.

The technical management of the laboratory areas at the Holzminden site is committed to good technical practice.