

Ethical Trading Policy

Policy Statement

Banner Business Solutions Ltd T/A Complete recognises that our commercial activities have the potential to impact upon our suppliers and our environment. As a socially responsible business, we believe that our suppliers, local communities, and customers have a right to expect:

- All workers involved in the delivery of services provided by the company are treated with full consideration to their basic human rights.
- Complete to act in an ethical manner above and beyond the basic legally mandated obligations.
- Complete is committed to implementing the principles of the government's Ethical Trading Initiative Base Code.

Code of Practice

This Code of Practice applies to:

- All staff directly employed by Complete.
- All personnel engaged to work on any Complete premises or to undertake work for or on behalf of Complete

Employment Is Freely Chosen

- No forced, bonded, or involuntary labour shall be used.
- Staff members not required to lodge deposits or identity papers with us.
- Staff members free to leave Complete after reasonable notice.

Working Hours Are Not Excessive

- Staff are not forced to work in excess of 48 hours per week, a voluntary opt out agreement is available for those wishing to work in excess of 48 hours per week.

Working Conditions Are Safe and Hygienic

Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

- All Staff receive a copy of the published health & safety policy and information.
- Staff members have free access to toilet facilities and drinking water.
- Child Labour shall not be used by Complete or its suppliers
- There shall be no recruitment of child labour.
- Children or persons under 16 are not employed at any time, day, or night.
- Young persons under 18 shall not be employed at night or in hazardous conditions.
- The minimum wage conditions are applied
- Staff pay rates are equal to or above the national legal minimum standards.
- Staff are given information about their employment conditions in respect to wages
- No deductions are made from wages as a disciplinary measure and pay slips detailing lawful deductions are provided for each pay period.
- Staff are given clearly understandable written terms and conditions of employment that details the employment relationship and the respective obligations of the employee and employer.

No Discrimination Is Practised

- There is no discrimination in pay, hiring, compensation, access to training, promotion, and termination of employment or retirement on the grounds of race, nationality, religion, age, disability, marital status, sexual orientation, union membership or political affiliation.
- Opportunities for personal and career development are equally available to all employees.
- No Harsh or Inhumane Treatment Is Allowed
- Physical, verbal and sexual threats, abuse, harassment or intimidation is expressly prohibited and grounds for summary dismissal, if proven.

C. Newman

Chris Newman

Chief Operations Officer