

# Corporate and Social Responsibility Policy

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## **Statement of Intent**

The Directors and staff at Complete Business Solutions recognise that our reputation depends upon gaining and maintaining the confidence and trust of all our clients and suppliers. We have worked hard over the last twenty years to establish our good name and this is now underpinned through the implementation of high ethical standards and practices in all aspects of our business.

We are committed to our continuous improvement policy which ensures the principles of Corporate and Social Responsibility are underpinned across all areas of the business.

## **Corporate Responsibility**

Complete Office Solutions aims to maintain the highest levels of ethical standards in carrying out our business activities. These standards are monitored on a regular basis and assessed in terms of objectives and targets. We are committed to the maintenance and development of our ISO 9001:2015 Quality Management System which incorporates an ongoing commitment to continuous improvement.

This commitment is further reflected in the ongoing development and maintenance of our ISO 14001:2015 Environmental Management System, ISO 27001:2013 Information Security Management System and BS OHSAS 18001 Occupational Health and Safety management system.

## **Business Performance**

We are all committed to attaining the highest levels of performance standards and customer service in order to achieve consistently high levels of customer satisfaction.

## **Business Relationships**

We aspire to develop mutually beneficial, enduring relationships with all our customers and suppliers. We set out to establish common objectives, an active and ongoing search for continuous measurable improvements and the achievement of 'win, win' outcomes.

## **Employees**

As an employer, Complete Business Solutions is committed to high standards of employment practices and wishes to be recognised as a good employer. This statement is supported by Employment Policies, Health and Safety Policy and Equal Opportunity and Respect Policy.

### **Competitors**

At all times, the company will seek to compete and prosper in the marketplace and always in a lawful, professional and ethical manner.

### **Government and Regulators**

Complete Business Solutions will seek to comply with all legislation affecting its operations and co-operate with all relevant government and regulatory bodies.

### **Social Responsibility**

#### **Environmental Responsibility**

Complete Business Solutions has a documented Environmental Policy to support its accredited ISO 14001 Environmental Management System. The company's goal is to further develop this policy throughout all areas and levels within the business.

#### **Charity and Community Involvement**

As an organisation, we will support and make charitable donations, educational and cultural contributions, in accordance with the policy set and operated by the board of directors.

We will seek to make a positive contribution to the quality of life of the communities we serve and will also consider the concerns of the wider community, including both national & local interests.



**Leigh Everington**  
Managing Director