

## Responsible Procurement Policy

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Banner Business Solutions Ltd T/A Complete has devoted considerable time and effort into developing a practical approach to social responsibility and exploring effective and efficient ways of turning our vision into the reality of our daily operations. We have also discussed our approach with our suppliers, who already share many of our values and beliefs on products and service, to gain their support to work with us as we incorporate our policy throughout our services.

Our fundamental approach has been to build responsible practices into our standard procurement process. This means that responsible procurement is simply seen as 'how we do business' rather than a separate project. Elements of our standard procedure that we have adapted include our supplier assessment and evaluation process in which we have introduced the following key considerations:

**Packaging** – Consideration of the levels of packaging that comes with new products and whether an alternative can be used.

**Recycled content** – Levels of recycled content are considered. Most products will state whether they contain recycled products or will have a symbol indicating this.

**Waste minimisation** and recycling initiatives, in accordance with the waste hierarchy.

**FSC Timber** – COS will aim to source all wood products with FSC Certification.

**Low energy** – Low energy option is chosen where possible. Larger electrical items contain energy labelling indicating energy efficiency rating.

**Longer Life** – Consideration of products that are more durable and do not need to be replaced as frequently. Consider spending more on a product if it will last three or four times longer.

**Less disposal impact** – Consideration is given to products that can be recycled or reused after they've been finished with.

**Locally produced** – Where possible products are chosen from local suppliers in order to help support the local community and reduce our carbon footprint by minimising the resources needed to transport the product.

**Low pollution** – where possible products are chosen that have caused low levels of pollution, either through their manufacture, usage or disposal – relating to for example lower levels of raw materials used, lower levels of energy or water used, reduced transportation, reduction in chemical content or reduction in packaging.

**Embodied energy** – encourage use of materials with a low embodied impact

**Ethical trading initiative** – encourage suppliers to join the ethical trading initiative

**Environmental Credentials** – We will expect our suppliers to have an Environmental policy in place and to operate in compliance with all applicable laws and regulations addressing Environmental protection. If they don't, we will encourage and work with them to implement a 3rd party certified Environmental Management System within a reasonable time.

We will also expect suppliers manage their own impacts and work with us to meet our Sustainability goals.

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We will seek to improve our procurement team's responsible procurement knowledge and continue to work with our suppliers and customers to raise their awareness of our commitment to sustainable development, encouraging them to adopt sustainable practices in the way that they do business with us.

We will ensure that all employees and suppliers are aware of our responsible procurement policy, and this will be communicated externally and internally with supporting documents made available to colleagues via our shared server.

Completes' Environmental Management System is continually reviewed to demonstrate our commitment to responsible procurement.

This policy will be reviewed annually and updated as necessary.



**Chris Newman**  
Chief Operations Officer