

# A Guide for our Supply Partners



**At mark-making\*, we're all about doing the right things. Our agency is run on the simple philosophy that profit is the reward for serving society well, and that the best way of doing good business is by being a good business.**

Part of this involves seeking to work with partners that share our values; that take responsibility for the impact they have on the world around us. We're learning all the time and finding new ways of contributing to the greater good. An important area of this is helping to lock sustainability and ethics into all of our buying and procurement decisions.

So we've created this guide, which sets out what we're asking of those who supply us. It's aimed at every one of our suppliers and contractors, from large companies to sole traders. And it's inclusive of all partner employees and other third parties.

As well as following our guide, we'd love you to encourage others in your own supply chain and community to adopt similar practices too, as we all work to make a lasting difference.

## **WE KINDLY ASK FOR A COMMITMENT TO...**

### **Your Employees**

**Set an example of good employment, where working conditions and the wellbeing of employees are guaranteed.**

- Offer all employees an employment agreement or contract that complies with all applicable laws and regulations
- Pay a living wage and reward employees for the work they do
- Make sure staff have acceptable working conditions and are able to carry out the work they're asked to do
- Offer opportunities for personal and professional development
- Be aware of the wellbeing (physical and mental) of your employees, and offer them support when needed
- Support your local community through engagement in community initiatives and social activities
- Encourage employees to reach into the community, through volunteer support and knowledge sharing for the benefit of both community and employee



## Quality of Products and / or Services

**Whether you provide products and / or services, the quality of them and the way they're delivered are very important to us.**

- You should comply with, and preferably exceed, all applicable quality-related legislation and regulations, keeping suitable records
- Aim to offer products or services to your clients and customers that go beyond their expectations
- We like to work in partnership with others to develop and improve service levels, processes and products/services so that everyone can reap the benefits

## The Environment

**Please comply with, and preferably exceed, all environment laws and regulations.**

- Show a positive approach towards environmental issues; make at least one improvement every year (we can share some of our own ideas if it helps)
- Show an active approach to sustainable solutions in your products, services, and processes: energy use, emissions, transport, packaging, efficient use of materials, recycling and reuse
- Be aware of, and set goals to reduce, your carbon footprint. These are high on the list of priorities for everyone:
  - **Energy use:** Change to renewable, green energy wherever possible
  - **Reduce, reuse and recycle:** Use less, reuse more and recycle. This will help improve waste management and reduce the volume going to landfill
  - **Transport and travel:** Aim to reduce fuel consumption, whether on journeys for work or transport and deliveries
  - **Water use:** Understand your water use:
    - collect data and set targets to reduce consumption. Also aim to improve quality of wastewater
    - **Biodiversity:** Be aware of your impact on biodiversity and aim to make no net harm
- We welcome suppliers who want to work with us to improve efficiency through innovation, energy reduction, waste minimisation and pollution prevention



## Ethical and Responsible Behaviour

It's in everyone's interests to behave ethically and responsibly in business. We have our own 'mark-making\* Code of Ethics', which we're happy to share. Just let us know if you'd like a copy.

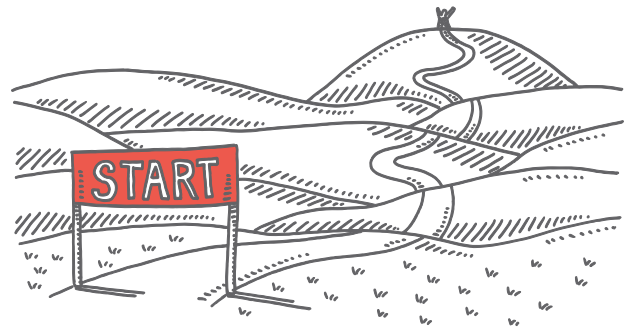
Below we outline our minimum (but not exhaustive) requirements:

- Work to all applicable fair trade, competition and fraud & bribery laws and regulations
- Have a strategy in place for business continuity and disaster recovery. Have contingency plans in case of utility interruptions, equipment failure and employment shortages
- Ensure equality, diversity and inclusion in your workplace
- Do not accept bribery in any form: offering, giving, requesting or accepting any bribe, whether in the form of cash or any other advantage
- Anti-modern slavery & human trafficking: we do not accept any form of exploitation and abide by the Modern Slavery Act (MSA) 2015. We ask that you also check that your suppliers comply
- Treat others as you would want to be treated yourself

## Health, Safety and Wellbeing

Show a positive approach towards health, safety and wellbeing issues, complying with, and preferably exceeding, all applicable health & safety legislation and regulations.

- Offer suitable workspaces, tools and /or equipment so employees can do their work safely. Keep their continued wellbeing in mind
- Make sure staff are aware of health & safety conditions at work, with an active approach to achieving zero workplace accidents
- Please make us aware if you use any hazardous materials, waste or toxins. We ask that you set targets for reducing toxins and hazardous waste (all chemicals supplied should be accompanied by up-to-date COSHH data)



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## Contact us:

We hugely appreciate your help and cooperation with your adherence to our guide. Feel free to call or email us if you have any questions or concerns about any part of it.

Call: **01608 649600**

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