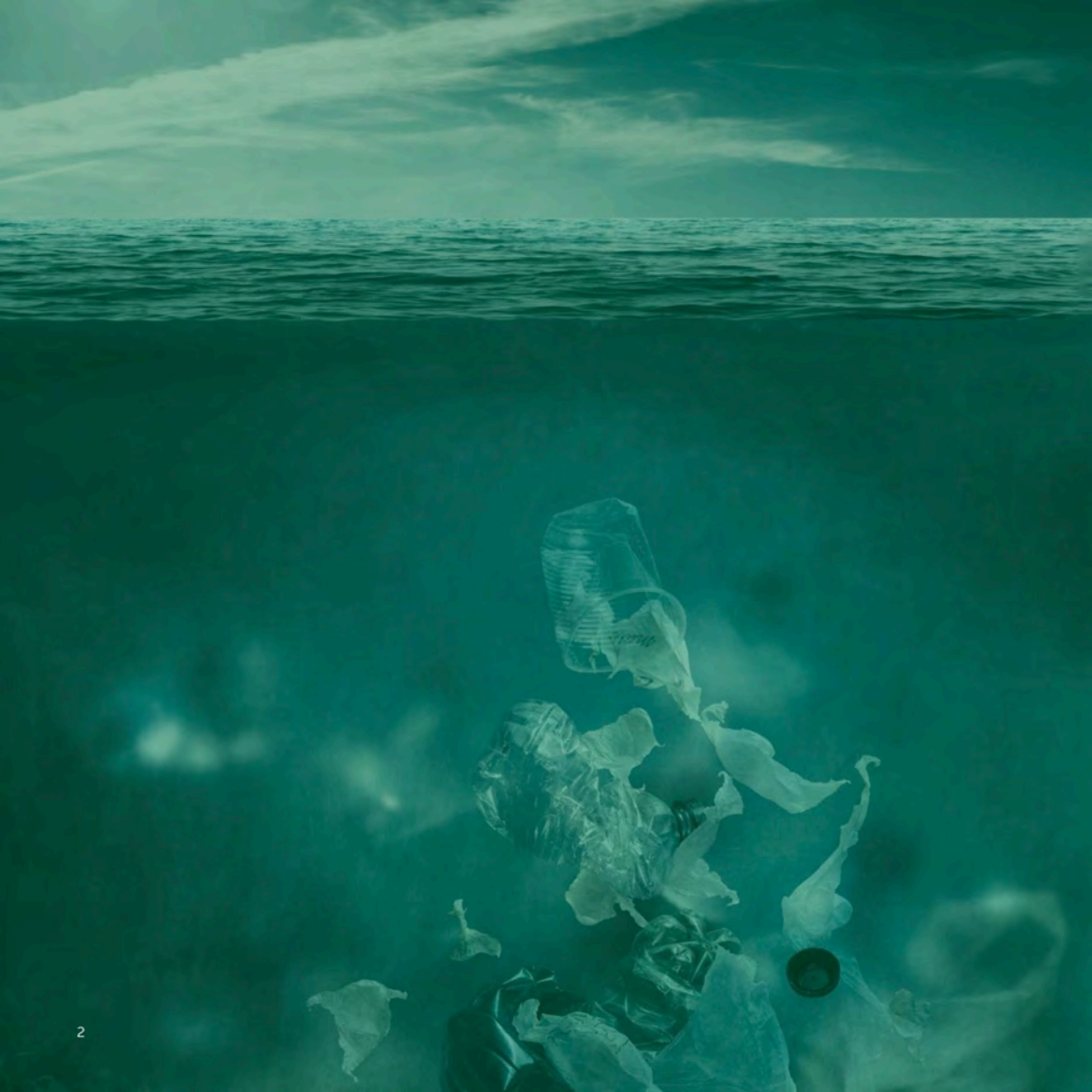


— Complete - The Green Edit



COMPLETE

— Your business needs, covered



There is no Planet B

It's inarguable. We have been living unsustainably and therefore must change the way we live and work. At the present rate of energy consumption, we will need 2.3 planets by 2050.

We need to act together. The collaborative effort of every person living in the country will make a difference.



80%

of all waste that ends up in landfill sites could be recycled.



6 Billion

kilograms of waste is dumped into the oceans every year.



92%

of people worldwide live in places where air pollution exceeds safe limits.



Let's Start With The Truth

We all have an impact. The difference is how we choose to act on it.

At Complete, we believe progress beats perfection and that real sustainability is about action, not empty promises. We're not "zero" (no one is), but we're honest about where we are and serious about where we're heading.

This brochure shares the steps we're taking to reduce our footprint and support yours, whether it's delivering smarter, printing cleaner, sourcing better or thinking more circular. *We're inviting you to take that journey with us.*

How We Make a Difference

Our sustainability commitment covers three core areas:

Corporate Responsibility

We aim to deliver consistent, ethical value supporting better business practices from the ground up.

Environmental Action

We work to reduce the environmental impact of our operations and help our customers and supply chain partners do the same.

Social Value

We care about people, not just processes. With 12 local branches across the UK, we're active in our communities, hiring responsibly and supporting locally.

"This is the decade and we are the generation." Christiana Figueres, Former UN Climate Chief



In order to monitor our performance, we map our objectives to the UN's Sustainable Development Goals (SDG's). As you will see there are 12 of the 17 that are directly relevant to what ourselves and our partners are aiming to achieve.

We Can't Fix What We Don't Measure

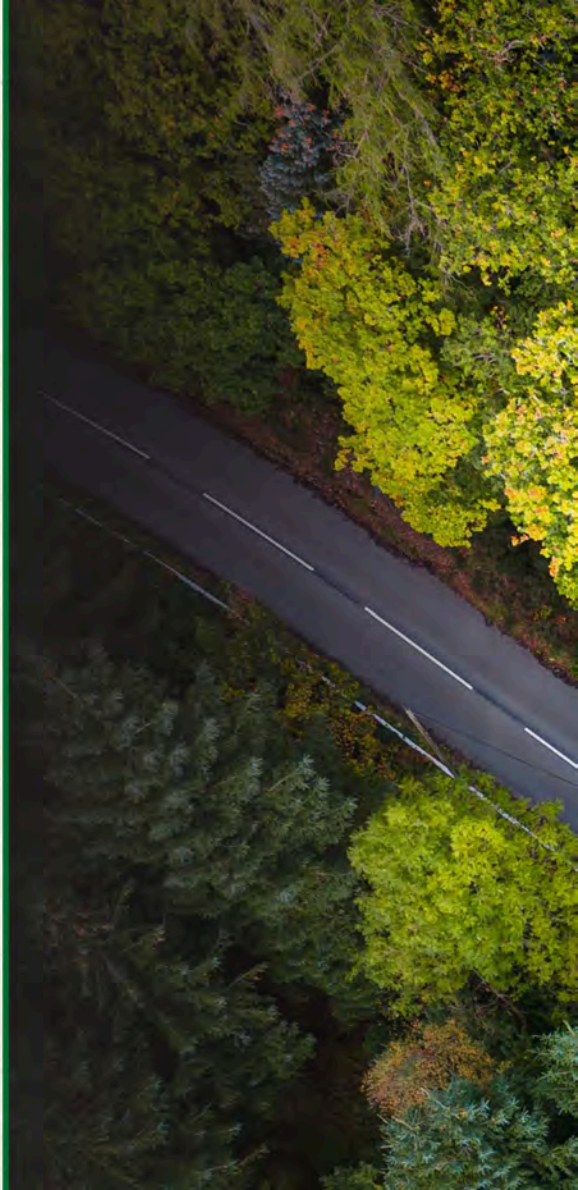
At Complete, we know real change starts with understanding the data. That's why we're committed to mapping, measuring and managing the environmental impact of everything we do. From how we deliver, to how we source, to how we operate behind the scenes.

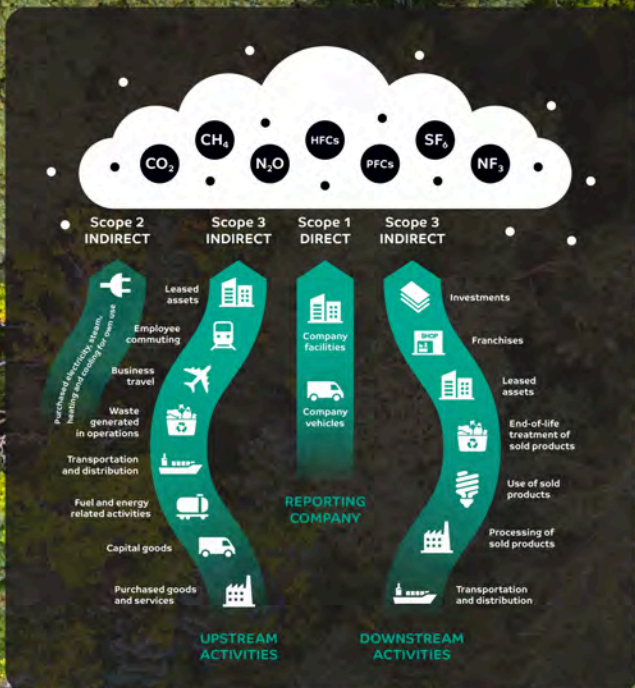
We operate a UK wide delivery network with a fleet of 533 vehicles ranging from 2.5 tonne vans to 44 tonne double deck trailers.

In 2024, we completed a major fleet renewal programme that saw over 100 vehicles upgraded or replaced including a mix of fully electric vans, lower-emission Euro 6D compliant HGVs and high efficiency diesel models. These upgrades are already delivering a 20-25% reduction in CO₂ emissions compared to the vehicles they replaced. We've also added more electric vehicles to our fleet as part of a long-term strategy to transition to cleaner fuels.

When you consolidate your products and services with us, you automatically reduce the number of vehicles delivering to your premises. Cutting congestion, emissions and unnecessary road miles.

There's still more to do and we're doing it.





Scope 3 Emissions Are The Silent Majority

Did you know that up to 97% of a business's emissions can sit in its supply chain?

That's why we've built a model designed to help our customers reduce them. From day one, working with Complete means fewer deliveries, less duplication and smarter sourcing. All of which lead to a lower carbon footprint.

We're actively engaging our supply chain partners to measure and reduce Scope 3 emissions too, because collaboration is the only real route to progress.

Whether it's delivery routes, purchasing habits or packaging choices, small shifts at scale make a massive difference.

The sooner we all start tracking the real numbers, the sooner we can change them.

Sustainability is
no longer about
doing less harm.

**It's About
Doing More
Good.**

Jochen Zeitz

Zero Fuss. Huge Impact.

Let's be honest, you wouldn't do your weekly food shop at 10 different supermarkets. So why manage your business supplies that way?

With Complete's InOne platform, you can consolidate your purchasing across six key categories into one smart, streamlined delivery:

- Office Supplies
- Facilities Supplies
- Workwear & PPE
- Interiors & Furniture
- Print Solutions
- Technology

Every time we consolidate a delivery, we cut carbon; and when we consolidate your entire supply chain? That's where the real impact happens.

With InOne, you're not just placing an order, you're making a sustainable business decision. One that:

- Reduces packaging and delivery emissions
- Saves you time and admin stress
- Gives full oversight of spend and usage
- Helps you hit your own environmental goals

That's everything you need, picked, packed and delivered in one go.

Fewer suppliers. Fewer vehicles. Fewer emissions.

More control. More savings. More sense.

Delivery Consolidation



Growing Something Better

Real sustainability isn't just about what we do,
it's about what we grow together.

Our Tree Planting Growth Scheme is an optional
initiative that gives customers the chance to create
tangible environmental impact as they grow their
spend with us.

For every £5,000 increase in your account, we'll plant
five trees on your behalf and provide a full carbon
absorption report and certificate for full transparency.



Want to plant trees with us?

Speak to your Account Manager to
opt in and activate tree tracking on
your account.

What Goes Around Shouldn't Go To Landfill

We're rethinking every layer of our packaging
From what we use, to how we deliver, to what happens next.

At Complete, we've moved away from excess plastic and wasteful materials in favour of greener choices:

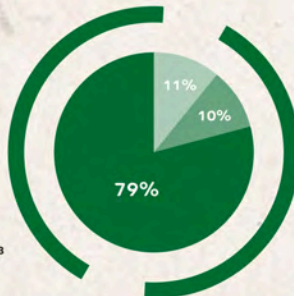
- Recycled and recyclable cardboard
- Minimal packaging per order
- Paper-based void-fill alternatives
- Reusable green totes for regular

Average breakdown of scopes 1, 2 and 3

Scope 3 Challenge

Difficult to assess because its not under the company's direct control

Difficult to quantify due to a lack of reliable industry-based data



Scope 1 Scope 2 Scope 3

Source: GHG Protocol

We're not just tackling what's visible, we're going deeper.

Many businesses are still grappling with Scope 3 emissions, which make up over 70% of a typical company's carbon footprint and in some cases, up to 97%. A major part of that comes from procurement.

That's why we work closely with our customers and suppliers to measure, manage and reduce these emissions through smarter packaging, fewer deliveries and more sustainable supply chain practices.

There's no silver bullet. But with collaboration, data and a shared goal, we can make real progress. Together.

Waste isn't waste
until you waste it
Will.I.Am

From Purchase To Purpose

Every product tells a story.

The more responsible your procurement choices, the better that story becomes. We work with suppliers who take sustainability seriously prioritising recycled content, low-impact manufacturing and ethical sourcing. Through Complete, you have access to thousands of sustainable alternatives across every category we supply.

Whether you're in healthcare, hospitality, education, construction, professional services, government, or the legal sector, we've built sustainable choices into everything we offer. No matter your industry, we'll help you buy better.

The circular economy isn't about recycling more. **It's about recycling less by wasting less.**

Leyla Acaroglu

A background image of green leaves, slightly out of focus, with a dark green overlay. A small teal horizontal line is positioned to the left of the title.

Clear The Way, The Sustainable Way

We do more than deliver new furniture, we help you responsibly remove and repurpose the old.

With a nationwide logistics and recycling network, we'll:

- Collect and assess your existing furniture
- Reuse, remanufacture or recycle wherever possible
- Provide documentation for your sustainability reporting
- Recommend lower-impact alternatives where needed

All waste is diverted from landfill and processed to maximise environmental value, whether that's repurposing parts, reupholstering, or recycling by material stream.

We make sustainable interiors easy, practical and good-looking too.

Furniture That Stays In Circulation

Just because furniture has served its time in one space doesn't mean it's reached the end of the road.

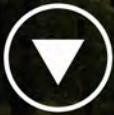
At Complete, we help businesses reuse, rehome, refurbish or responsibly recycle unwanted furniture, so nothing usable ends up in landfill.

By recovering and refitting quality pieces, we preserve their embedded carbon, reduce waste and support a more circular approach to interior design and refit projects.

Impact Highlights:



Over 270,000 furniture items responsibly diverted from waste
7.5 million kg of materials saved from landfill



Equivalent to an 8.7 million kg CO₂ saving



All managed in a dedicated 15,000 sq ft recycling facility with trained teams from one chair to full office clearances, we'll support you with furniture that fits your space and your sustainability goals

Leading The Way In Responsible Business



Complete has been awarded a Gold EcoVadis Rating
– placing us in the top 5% of over 130,000 companies worldwide.

We're proud to be recognised by EcoVadis, the world's most trusted sustainability ratings platform, for our commitment to responsible, ethical and environmentally conscious business practices.

EcoVadis rigorously evaluates companies across four key pillars:



Environment



**Labour &
Human Rights**



Ethics



**Sustainable
Procurement**

A Score That Speaks Volumes

- Top 5% globally – across 220 industries and 180 countries
- 83/100 overall score – a 12-point increase since our last submission
- Recognition for our clear policies, measurable actions and results-driven approach

This achievement reflects our commitment to continuous improvement and sets us apart from our competitors.



“Sustainability has always been at the forefront for Complete, therefore achieving a Gold rating from EcoVadis is a fantastic recognition of the progress we’ve made in integrating sustainability across our business and supply chain.

We look forward to leveraging the insights presented by EcoVadis to further enhance our environmental and ethical impact across our operations, ensuring we uphold the highest standards of corporate responsibility and transparency.”

– John Barker, Managing Director, Complete



If sustainability matters to your business, partner with one that's already delivering.

Complete – recognised, accountable and proudly ahead of the competition.

Biodiversity Starts At Our Doorstep

Sustainability isn't just about supply chains and carbon stats, it's about creating real change, in real places, with real people.

That's why we're investing in small but powerful biodiversity projects across our locations, starting with our HQ.

By turning overlooked spaces into micro-habitats, we're supporting pollinators, birdlife and native species while building greener, more inviting environments for our teams.

What We're Working On:

Bird feeders and nesting boxes to support local species

Bug hotels and insect stations made from reclaimed materials

Tyre planters and pallet planters filled with pollinator-friendly plants

Low-maintenance wildflower areas to boost bee and butterfly populations

Reclaimed and recycled materials used wherever possible

These may be small changes, but they reflect a bigger mindset: one of regeneration, care and conscious design.



**Bird feeders
& nesting boxes**
to support local species



**Bug hotels
& insect stations**
made from
reclaimed materials



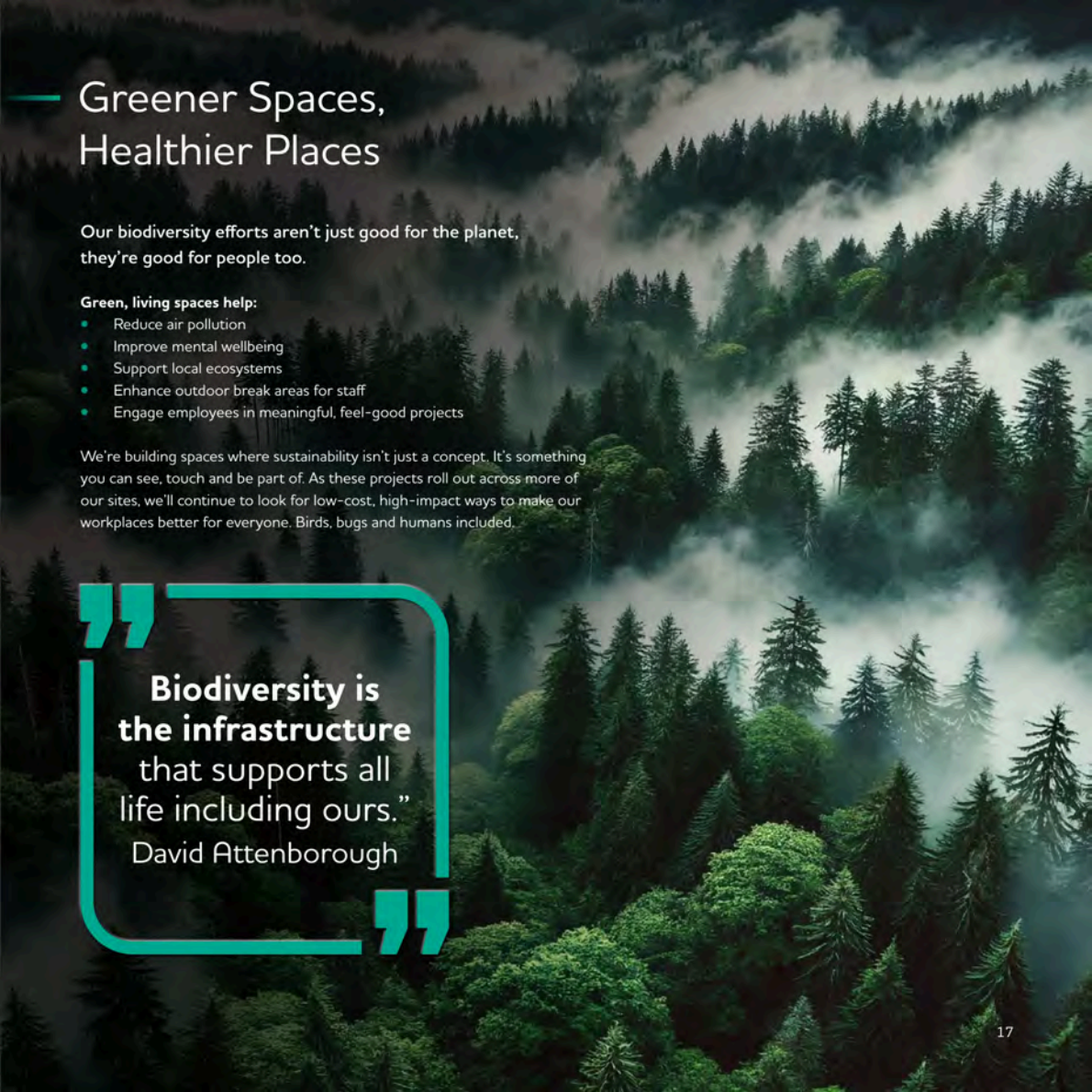
**Tyre planter
& pallet planters**
filled with
pollinator-friendly plants



**Low-maintenance
wildflower**
areas to boost bee and
butterfly populations



**Reclaimed &
recycled materials**
used wherever possible



Greener Spaces, Healthier Places

Our biodiversity efforts aren't just good for the planet, they're good for people too.

Green, living spaces help:

- Reduce air pollution
- Improve mental wellbeing
- Support local ecosystems
- Enhance outdoor break areas for staff
- Engage employees in meaningful, feel-good projects

We're building spaces where sustainability isn't just a concept. It's something you can see, touch and be part of. As these projects roll out across more of our sites, we'll continue to look for low-cost, high-impact ways to make our workplaces better for everyone. Birds, bugs and humans included.

**Biodiversity is
the infrastructure
that supports all
life including ours."**

David Attenborough

Built-in Sustainability

Sustainability isn't an afterthought, it's something we design into how we operate, every single day.

Our HQ and warehouses are equipped with daylight harvesting panels, reducing the need for artificial lighting and cutting down on energy use without compromising visibility or safety.

We continuously look at how our physical spaces can operate with lower emissions, smarter energy use and less waste. Being greener shouldn't just be something we talk about, it should be something we switch on.

Zero To Landfill: Powered By Biffa

All our general waste, cardboard, plastics and recycling streams are carefully sorted and managed in partnership with Biffa, one of the UK's most advanced waste-handling companies.



Recycled



Repurposed



Converted into
Refuse Derived Fuel
(RDF)

to generate energy from
warehouse floors, to office
bins, we make sure waste
doesn't just disappear,
it goes somewhere
meaningful.

Sustainable By Design, Everyday By Default

From paper to pens, envelopes to notebooks, office essentials may seem small, but they're everywhere.

That's why we've made it easy to choose products that are better for the planet, without compromising on quality, availability, or price.

Our office product range includes thousands of sustainable alternatives and we're adding more all the time.

Smarter Accessories for Sustainable Workspaces

Make the switch to workspace essentials that support both performance and the planet. Our range of eco-conscious tech accessories combines ergonomic design, energy efficiency and recycled materials. Without compromising on reliability.



What makes them better:

- Made using up to 73% post-consumer recycled content
- Built for durability and long-term use to reduce waste
- Compact, energy-efficient designs to minimise power consumption, designed to reduce heat build-up and prolong device life
- Thoughtfully packaged with sustainability in mind

Whether you're kitting out a home setup or a full office, these accessories are designed to support your sustainability goals, one desk at a time.

Secure Workwear Destruction That Protects Your Brand And The Planet

Old uniforms and branded PPE don't just take up storage space, they carry risk. Whether it's safeguarding company identity, preventing misuse, or hitting sustainability goals, what you do with your old textiles matters.

Our Workwear & PPE Destruction Service ensures garments are securely shredded and diverted from landfill by being sent into a Refuse Derived Fuel (RDF) facility to then create clean, usable energy.

What we can destroy:

- Branded workwear
- Uniforms
- Hi-vis PPE
- Security/law enforcement apparel
- Damaged or outdated textile stock

Our items are collected in secure, locked containers, transported by tracked vehicles and destroyed in line with strict compliance protocols. You'll receive a Waste Transfer Note and a Certificate of Destruction for every job, giving you peace of mind and a paper trail.

Why secure destruction makes a difference:

- Protect your brand reputation – no risk of uniforms ending up on resale sites
- Eliminate identity fraud risk – especially important in security or frontline sectors
- Support circular outcomes – shredded textiles are converted into renewable RDF energy
- Meet compliance standards – full documentation provided
- Simple, scalable and national – full UK coverage with flexible collection options

Our service is designed to handle small volumes or bulk clearances, with a range of secure bins and containers to suit your site. Whether it's a one-off clearance or an ongoing requirement, we'll make sure your old workwear is dealt with properly, from start to finish.

Where possible, our embroidered workwear is produced using responsibly sourced threads, including options made from recycled materials and certified to OEKO-TEX® standards.

This ensures that sustainability is considered from first stitch to final stage, even before garments reach end-of-life.

Tangible Carbon Reductions: Progress Where It Matters

In a growing business, progress isn't always linear, but it is always possible.

We're proud to share that despite increasing operations and wider activity, several key Scope 3 emissions categories have decreased year-on-year, showing that small, smart changes really do add up.

Purchased Goods and Services

▼ 1,552.71 tCO₂e (From 2,703.26 to 1,150.55)

Driven by smarter, consolidated procurement through our InOne platform.

Fuel & Energy Activities (T&D)

▼ 0.72 tCO₂e (From 8.69 to 7.97)

A sign of improving efficiency across our operations.

Fuel & Energy (WTT – Energy)

▼ 2.27 tCO₂e (From 29.15 to 26.88)

Reflects reduced reliance on high-emission energy sources.

Waste

▼ 1.93 tCO₂e (From 2.99 to 1.06)

Thanks to better recycling practices and zero-to-landfill partnerships.

Business Travel – Grey Fleet

▼ 10.55 tCO₂e (From 118.41 to 107.86)

Fewer solo car journeys, more video meetings, and smarter travel decisions.

Homeworking

▼ 12.96 tCO₂e (From 32.98 to 20.02)

Flexible working remains in place, helping reduce commuting-related emissions.

Our Approach:

We know emissions can fluctuate as our business expands, but our approach remains clear.

We stay flexible, offering home and hybrid working where possible.

We embrace digital meetings to cut unnecessary travel.

We encourage car sharing and support lower-emission commuting.

We track and act, using data to make better decisions year after year.

This year, we've cut over 1,580 tonnes of CO₂e from key Scope 3 categories, proof that progress is happening and we're heading in the right direction.

Sustainable Facilities, Thoughtfully Supplied

It's easy to overlook the everyday items in a workplace, but they matter just as much as the big ticket changes. That's why our Facilities division is focused on delivering smarter, safer and more sustainable options for everything your teams need to stay clean, stocked and supported.

We offer a huge range of eco-conscious cleaning products, sustainable hygiene supplies, and low-impact consumables from breakroom to bathroom.

We don't just offer them, we champion them.

What Makes the Difference:



Plant-based & biodegradable
cleaning solutions



Refillable dispensers and
concentrated cleaning
formats. Sustainable period
care products, including
plastic-free and reusable
options



Ethical hand soaps
and sanitisers with
reduced packaging



Recycled toilet tissues,
towels and consumables



Non-toxic surface sprays,
glass cleaners and degreasers



Options to restock
sustainably via InOne

Every item has been chosen with impact in mind: on people, on the planet and on your ESG reporting.

Small Swaps. Big Impact.

When you switch the everyday products to more sustainable alternatives, you're making change that compounds.

Over 12 months, a single business can save thousands of plastic units, litres of harsh chemicals and kilos of packaging waste, just by choosing smarter supplies.

Our team is here to guide you through it, with clear product info, usage data and planet-positive recommendations built into your account.

These aren't niche add-ons. These are the new standard. Facilities that support your people shouldn't harm the planet. With Complete, they don't have to.

Complete x Epson: A Partnership with Purpose



At Complete, we don't just choose suppliers - we choose partners who share our values, challenge the norm and help us support our customers in more responsible, forward-thinking ways.

That's why our relationship with **Epson** is more than a product offering. It's a strategic, long-standing partnership built on a shared mission: to drive positive change through smart technology, ethical practices and a deep commitment to sustainability.

We're proud to work so closely with a global leader whose vision for the future matches our own. One where businesses are empowered to reduce their environmental impact, rethink resource use and operate in ways that benefit both people and planet.

Through innovations like **Heat-Free Technology**, Epson is helping organisations lower energy use and reduce unnecessary waste. Offering real-world benefits that support long-term environmental goals. As one of their key partners in the UK, we're bringing that thinking directly to our customers. Through smarter print solutions, reduced consumption and simplified supply.

Epson's bold environmental roadmap, including their goal to become **carbon negative and underground resource free by 2050**, shows what's possible when innovation is driven by purpose. This partnership represents more than aligned products, it reflects an aligned mindset.

Progressive, practical and driven by doing what's right.

Rising to the global electricity challenge

Between 1980 and 2020 global electricity consumption more than tripled¹

Electricity consumption is set to double by 2050² as electrification and living standards grow.

As electricity consumption accelerates around the world, it's time to think about what we can all do to reduce our use.

And switching to Epson's heat-free printing technology is one way to play a part.

The benefits of heat-free printing technology.

1. Reduced power consumption saves energy

Heat-free printing technology lowers the need for power because it doesn't use heat to warm up. Epson tests show that as inkjets have no fuse unit to heat, users can save up to 69% on energy³

2. Fewer parts to replace, lower environmental impact

Laser printers have drums, transfer belts and fuses that can require periodic replacement. Inkjet printers feature none of these parts, avoiding the need for their replacement.

3. Save time with ready-to-go printing

No heat also means no warm-up time when the printer is switched on or woken from sleep. It starts printing immediately.

4. Reduced maintenance

The heat-free structure of Epson inkjet printers means that there aren't as many parts that can wear out, which means less maintenance intervention.

¹Based on Epson calculations, the WF-C20750 uses 69% less energy compared to the average energy saving of the 5 best-selling 65 PPM colour multi-function printers in France, Germany, Italy, Spain and UK (IDC, Quarterly Hardcopy Peripherals Tracker, 2022 shipments, published Q4 2022). Comparison based on the Typical Energy Consumption (TEC) as published by ENERGY STAR and/or the manufacturers' official specifications

²Total final consumption of electricity from IEA World Energy Balances Highlights 2022

³Total final consumption of electricity with NetZero scenario base from IEA World Energy Outlook 2022 Free Dataset

Printing With Purpose

In a digital world, print still matters, but how you print matters more than ever.

At Complete, we offer a full print service that combines beautiful design, smart sourcing and environmental responsibility. So, every leaflet, booklet or brochure is delivered with integrity and impact.

We use Biofil chips in our packaging to protect your printed items in transit, offering robust, plastic-free protection made from renewable plant starch.

When it comes to the print itself, we give you options that support your message and your mission.

Sustainable Print Options Include:



Eco-certified papers
including FSC, recycled
and low-impact stocks



Vegetable-based inks
instead of petroleum
based alternatives



Seed paper
options that can be
planted after use



Plastic-free packaging
including
compostable filler

From catalogues to campaign packs, we'll help you choose materials that reflect your values and inspire your audience.

We believe your print should do more than sit on a desk. It should tell a story, support your goals and leave the lightest possible footprint.

With creative formats like plantable seed paper, you can spread your message and support biodiversity in one go. Our expert team is here to help you balance cost, creativity and sustainability on every job.



For more information on how we can transform your business
procurement, visit complete.co.uk

Complete an **eVO** Company

Printed
on
**Environmentally
Friendly**
paper

