



Policy on Responsible Purchasing Practices

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With the contribution of Will Solutions employees

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CONTEXT

In accordance with its continuous improvement process, Will Solutions has decided to gradually implement a responsible purchasing policy. As an eco-responsible company, it wishes to continue the deployment of its Corporate Social Responsibility (CSR) approach in a responsible and qualitative manner, considering, as much as possible, the issues related to local and responsible purchasing.

In fact, responsible purchasing integrates the respect of several social standards in accordance with the values and the ethical code of the company while taking into account environmental and climatic issues. Responsible purchasing also integrates the efficient management of acquisitions.

Furthermore, WILL's mission, with an environmental and social vocation, leads it to propose and accompany companies in their eco-responsibility and sustainable development initiatives. Its values, as a committed company, lead it to treat its employees and collaborators with kindness and respect. Thus, through this "responsible purchasing policy", WILL wishes to further demonstrate its commitment to the social economy, equity, and sustainable development.

Due to its nature and mission as an environmental company, Will Solutions embodies, since its founding in 1997, the pursuit of sustainability in the three main pillars of sustainable development generally considered by the majority, namely economic, social, and environmental.

WILL adopted a sustainability policy in 2018 in which it demonstrates the integration of Corporate Social Responsibility in its activities. Since February 2019, WILL is B Corp certified and, it continues its march in its continuous improvement through the present approach. Also, WILL wishes to address the principles of procurement of goods and services in a way that ensures compliance with the three pillars of sustainable development in purchasing, including economic, social and environmental.

This document was developed using the sustainable procurement policies of several institutions, including:

- The **City of Montreal**;
- The **SADC de Nicolet-Bécancour**;
- The **Quebec Federation of Labour**.

MAIN

MOTIVATIONS

This purchasing policy is part of the responsible procurement approach that is a priority of our Corporate Social Responsibility. When a company is created, it grows, and its activities expand into new areas. This is the pattern that currently drives Will Solutions.

Moreover, as a B Corp, WILL intends to lead by example, as a company offering eco-responsibility coaching.

Indeed, society's expectations towards all companies, whether very small, medium, or large, have never been higher when it comes to environmental management and sustainable development. Resource management has always been at the heart of WILL's priorities. This is why, despite being a rapidly growing company, WILL has decided to adopt a responsible purchasing policy. It wishes to be more rigorous, to select its business partners and suppliers and to make its purchases according to environmental and social criteria, the expected effects being, among others:

- Support for local businesses and suppliers;
- Economic development of local communities;
- The creation of local networks and contribution to the vitality and dynamism of local and territorial areas;
- The reduction of greenhouse gases (GHG);
- Preservation of nature, by favouring products and services with a lower environmental impact and greater social benefits;
- Prioritization in business, when possible, of companies that are part of the B Corp network;

- The gradual inclusion and reduction of the impact of the use of applications operated in cloud mode.

As such, WILL Solutions wishes to implement this policy within its organization. It will apply to the purchase of goods and services acquired by the company.

POLICY OBJECTIVES AND SCOPE

The primary objective of this policy is to provide a reference document with criteria that will guide the purchases and service requests of employees, collaborators, and the company in a sustainable perspective.

Objectives of our responsible purchasing policy



- To establish procurement standards that enable WILL to acquire or lease goods or services in accordance with its values;
- To ensure that WILL's purchasing practices are in line with environmental and social values;
- Prioritize, where possible, responsible purchasing as described in the above criteria;
- Establish a list of criteria and tools to support this approach;

- Clarify and communicate the responsible procurement and consumption criteria internally and externally to inform and sensitize WILL employees, collaborators and business partners about responsible purchasing.

RESPONSIBLE PURCHASING OR PROCUREMENT POLICY

Definition of a responsible purchasing or procurement policy

It is a text that contains a set of rules aimed at providing employees, collaborators and business partners with purchasing, leasing and contracting rules and procedures that promote sustainable development.

Definition of responsible purchasing or procurement

Responsible purchasing or procurement "concerns the integration of sustainable development and social responsibility into the acquisition processes of private and public organizations. It involves integrating environmental, social and economic criteria into the procurement processes of goods and services as a way to reduce environmental impact, increase social benefits and strengthen the economic sustainability of organizations throughout the product life cycle."

In general, for a better consideration of sustainable purchasing in an organization, two approaches are suggested, namely:

THE PRODUCT APPROACH

The product approach is a key driver to promote social responsibility in the supply chain. It is generally the first step in a companies' responsible purchasing approach.

"The product approach aims to optimize the positive social impacts and minimize the negative environmental impacts of the product, at each stage of the life cycle of the good or service purchased, from the extraction of raw materials to the end of its life." It generally translates into the inclusion of environmental and social specifications in invitations to tender and in contracts. Applying this approach implies purchasing responsible goods and services, i.e., products that have a minimal social and environmental impact throughout their life cycle.

THE SUPPLIER APPROACH

The supplier approach aims to ensure that the company deals with suppliers who have responsible practices.

Implementing this approach implies selecting suppliers who are conscious of the sustainable development issues in their activity sector.

Although the two approaches are complementary and the product approach is a component of the supplier approach, Will Solutions will initially focus more on the product approach due to the smaller size of the company and the scope of its activities.

Eco-responsible purchasing characteristics

Purchases, ranging from raw materials to small office equipment and other equipment and services needed by the company, should be as environmentally friendly as possible. Their effectiveness in the context of sustainable development relies on a responsible purchasing or supply policy and procedures, inviting the consideration of non-financial criteria in the purchasing process. To this end, WILL is committed to fostering the acquisition of goods and services that respect the following social and environmental standards:

- Responsible purchasing that respects several social standards: eco-responsible consumption, purchase of eco-designed products, proximity criteria, purchase of fair-trade products when we are obliged to import;
- Purchase in accordance with ethical and sustainable development values;
- The materials used should have as much as possible the following characteristics: recycled and / or recyclable, respect for the environment, local products, etc.;
- Take into account the energy consumed during the use of the good or service;
- Consider the life cycle of the purchased product.

The description of the desired characteristics for eco-responsible purchases at WILL can be found in the appendix.



Scope of application

Due to the size of the company, the areas that can currently be included in WILL's approach to sustainable procurement have been targeted. Other aspects will be integrated gradually as the company's development proceeds. Thus, the eco-responsible criteria defined in this policy apply to acquisitions and expenditures related to the services listed **to the right**.

If new areas of activity requiring procurement emerge within the company, WILL will integrate them in the document during its evaluation.

Activities

- Communication and marketing
- Consultant selection
- Procurement of office supplies and equipment
- Rental of corporate vehicles and workspace for meetings and conferences
- Professional services (training, communication and marketing, etc.)
- Restaurant and catering services
- Reducing the use of paper, including checks for payments and reimbursements
- Internet services and Cloud Computing storage space

Effective Date

This policy document on WILL's responsible purchasing practices was implemented on April 1, 2021 after its approval by team members and the Board of Directors.

Implementation: Steps, Role and Responsibility

The implementation of this policy will be done in a progressive way. It will be disseminated within the company and made available to the public so that WILL employees and business partners can take ownership of it. A specific staff will be identified within the WILL team to monitor the implementation of this policy. However, the responsibility and obligations of the different actors of the company are to implement the recommendations included in this document, each according to their tasks and functions; this could also apply progressively to suppliers (while considering the materiality of the requirements).

Important: The implementation of this policy is voluntary. Thus, no coercive measures will be deployed. It is therefore subject to the judgment of each team member and the purchasing manager. A purchasing decision is made considering the available budget, the availability or scarcity of the product or service, as well as any other information available on the product.

Monitoring, Verification and Evaluation

First, this policy will be subject to a rigorous evaluation after the first year of implementation to take corrective action. Second, the implementation of this policy will be monitored on an ongoing basis and evaluated every three years to report on changing practices and application contexts in case of change. However, during the evaluation of the implementation of WILL's sustainable development policy, which is carried out at the end of each fiscal year, a questionnaire will be sent to employees and collaborators in order to verify and evaluate the actions taken by each one.

Continuous Improvement

WILL pursues a continuous improvement approach. Therefore, during the annual evaluation of the sustainability plan, the results of the employee and collaborator procurement questionnaires will be used to make recommendations and improve our sustainability purchasing program.

Next Steps and Challenges

The challenge will be to progressively adapt the purchasing policy document over time, based on the company's objectives and activities. This involves constant additions and modifications.

APPENDIX

Suggestions for eco-responsible characteristics of current purchases at WILL

Small purchases are made from time to time at WILL, either individually by employees, collectively at work meetings, or by the administration. Although the volume of transactions is not high, the entire WILL team tries as much as possible to adhere to the following principles and will maintain and even improve them over time through the following measures:

- Choosing products from the least distance possible, local products, products that are the least processed and the least packaged possible, as advocated by the responsible food consumption choices known as the **3NF concept** (N for "naked" without packaging, N for "not far" near you, N for "natural" unprocessed and F for "fair" equitable trade);
- Favouring fair trade products when you have to buy products that come from far away, such as coffee and tea;
- Choosing products that have a green certification. For example, for office materials, it is suggested to purchase FSC (Forest Stewardship Council) certified paper which has **3 categories** : FSC 100% label (products made with 100% virgin fiber from FSC certified forests), FSC Mixed label (products made with a combination of FSC virgin fiber and/or recycled materials with controlled virgin fiber) and FSC Recycled label (products made with 100% recycled fiber);
- Choosing ink cartridges for printers according to the model of printer, for example, buying high-capacity ink cartridges, since they are fuller and will last longer. There are also companies that refill cartridges for users;
- For writing tools, favour lead pencils that seem more ecological than a regular pencil or ink pen;
- For notetaking, favour the lowest-emissions option by selecting, for example, papers made from recycled materials that can be stored in a binder, papers with as little packaging as possible, or papers packaged using recyclable materials;
- Choosing to rent electric cars when they are available nearby;

- Choosing to rent community or co-working spaces as a place to work, respecting as much as possible the current standards of eco-responsibility such as proximity, buildings powered by renewable energy, etc.

This list is not exhaustive. Indeed, for any purchase, several options are offered on the market. The best choice is to use our common sense when it comes to environmentally responsible actions, based on the information available. At Will Solutions, employees are continually sensitized to the importance of adopting environmentally responsible approaches. Moreover, it is not only the purchase of products that counts, but also the end of life of these products, because the purchase and management of residual materials go together. For example, in terms of waste management (residual materials), it is common to say that the first principle is reduction at the source. Even before buying, it is necessary to determine and identify the need, to avoid waste by giving a second life to what already exists, then try as much as possible to buy reusable, recyclable or compostable items at the end of their life and to use them as long as possible.