



Sustainable Procurement Policy Statement

William Hands is committed to sustainable procurement as a key aspect of sustainable development. Our ideology and passion for creating the highest quality pieces of furniture, demands that we only select the finest materials from sustainably managed resources. Our products are meticulously crafted without compromise to quality. Our furniture is designed and made to last, ensuring that it provides use well beyond the 5 year warranty that the market demands. We are very conscious about product lifecycle and we pride ourselves on offering a product that will continue to add value for decades to come.

We recognise that the products we procure have both environmental and social impacts and are committed to minimising these through our sustainable procurement procedures. Our sustainable procurement policy requires us to purchase materials that meet our customer's needs and minimise damage to the environment, society and health.

Timber and wood based products

Timber purchases are certified as originating from well-managed forests and other controlled sources, and verified as such via FSC® certification (FSC-C020730). Over 99% of all the timber we purchase is FSC certified. The vast majority of products that we make using FSC timber are sold with a FSC product claim, regardless of whether the customer requests this.

Packaging and Recycling

We seek to optimise the use of packaging materials, by reusing cardboard until degradation and reusing suppliers packaging for smaller components.

We recycle waste offcuts either for heating the factory or to give to local community projects. This reduces the amount we purchase and reduces waste generation.

William Hands is keen to explore opportunities to reduce the environmental impact of packaging by working with suppliers to reduce inbound packaging or implement reusable packaging solutions.

Certification

We are proud of our FSC and FISP certification. We operate an ISO 14001:2015 certified management system, with environmental objectives that are aligned with our strategy, seek to minimise our environmental risks and are reviewed and assessed on an annual basis.

Supplier code of conduct

We expect our suppliers to ensure their practices are in line with our own and where practicable, that their goods and services are produced/delivered with minimum impact on the environment and with due regard to social issues such as employment conditions and welfare. We will assess all suppliers against environmental and social criteria and we reserve the right to refuse partnerships with companies that do not achieve the minimum standards, in accordance with the International Labour Organisation (ILO) conventions and Modern Slavery Act 2015.

Robert Hamilton – CEO

12th January 2026