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a) Environmentally sustainable work practices - Are practices within the workplace that promote an environmentally friendly image to the $\text{\textcircled{B}}$ (business), ^{and possibly} also saving money in the process, eg. Biodegradable energy saving lights, Use of Solar power.

b) When producing documents a $\text{\textcircled{B}}$ can produce the documents using recycled and recyclable paper/cardboard. This can minimise the negative environmental impacts and promote the $\text{\textcircled{B}}$'s image. The new documents have previously been recycled and can be recycled again once it becomes dead or inactive.

c) Responsibilities of management.

- The management team is to provide adequate training in ~~work~~ environmental workplace practices.
- There is to be ^{both a} recycling ^{bin and a} bin in every cubical/office/Desk
- Ensure that all OHS Procedures are being followed.
- To be aware of duty of care to both clients and employees
- To take Affirmative action in the workplace on an issue; 1. Conduct an assessment of the issue. 2. Modify the ^{problem} ~~issue~~ to fix the ^{issue} ~~pro~~. 3. Execute the issue.
- Handle customer complaints effectively and efficiently.
- Review feedback and Brainstorm the best approach.
- Provide Recyclable paper for employees to use.

• Provide a ~~anti~~ Discrimination and harassment free environment.

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