



cos group

Corporate and Social Responsibility

COS Group takes great pride in our business practices and procedures and takes its Corporate and Social Responsibility seriously.

This policy outlines our key commitments to our employees, suppliers, customers and our community.

OUR EMPLOYEES

COS Group is an Equal Opportunity Employer and as such is committed not only to observing employment legislation but also to the promotion of equality of opportunity in employment.

All employees and job applicants will be given equal opportunity irrespective of their sex, sexuality, culture, HIV aids status, marital status, race, religion, nationality, ethnic or national origin, colour, disability, age and any other condition which cannot be shown to be relevant to effective job performance.

Selection for positions, opportunities for career development and the provision of training will depend solely on job requirements and the individual's abilities.

COS Group is committed to the elimination of any type of harassment and will take appropriate steps to deal with complaints. Deliberate or repeated acts of discrimination by employees will be treated as serious disciplinary offences in accordance with the COS discipline procedure.

Recruitment and Promotion

To ensure that COS Group equal opportunity aspirations are met, it is essential that professional procedures are carried out in cases when recruitment and selection are taking place. Compliance with the policy is mandatory and disciplinary action may be taken against any persons who wilfully or repeatedly fail to comply with its requirements.

Training, Promotion and Career Development

It is the policy of COS Group that it will not discriminate in the provision of training.

The Company is committed to ensuring that individuals have the necessary skills and knowledge to perform their jobs effectively and are able to contribute towards the efficient running of their departments/location, by providing them with the necessary training.

It is the Company's policy to develop in house training programmes wherever possible so that they can be tailored specifically to meet the needs of the individuals concerned. In house courses will be reviewed on a regular basis to make sure that they are up to date and relevant. Requests for external courses may be granted if there is a genuine need for training, which cannot be satisfied within the Company.

Employees can request financial support/sponsorship from the business for vocational training and professional development which takes place over a period of months or years; applications are considered from all employees irrespective of service.

Internal Communications

COS Group believes in the effective communication of information to all employees.

The Company communicates internally through a variety of mediums including briefings, notice boards, and company meetings.

The Company is committed to honest communication with employees in relation to our strategies, targets and performance.

We value the comments and ideas of our people and welcome ideas which make a difference to the business.



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OUR SUPPLIERS

COS Group is committed to working with its suppliers to ensure that the welfare of workers and labour conditions within the supply chain meet or exceed recognised standards.

The Company will not knowingly deal with any suppliers where:

- Forced, bonded or involuntary prison labour is used
- Workers are required to lodge deposits or their identity papers and are not free to leave their employer after reasonable notice
- A safe and hygienic working environment is not provided
- Workers do not have access to clean toilet facilities and portable water
- Recruitment of child labour takes place
- Workers are not paid fairly and consistently
- Workers are required to work excessive hours
- Harsh or inhumane treatment of workers is permitted
- Wages paid are not enough to meet basic needs
- Deduction from wages is permitted as a disciplinary measure

Senior members of our key suppliers undertake regular reviews with all suppliers, including factory visits, to ensure that recognised standards are adhered to.

OUR CUSTOMERS

COS Group is committed to providing the highest level of service and is driven by developing long-term, loyal relationships with all our customers. It is the policy of COS Group to act with the utmost integrity when dealing with any existing or potential customer.

COS Group's commitment to our customers is not only exemplified in our mission statement and company values but can be demonstrated through our continued efforts to create a partnership with our customers.

We are committed to communicating fully with our customers through a variety of mediums, including direct communication through the sales team, emails and posted letters but also through the internet and social media.

OUR COMMUNITY

COS Group understands its responsibility to the local community and as such is constantly striving to contribute further. We endeavour to give time and financial aid to a range of charities both nationally and locally. Our chosen charities are World at Play and Young Enterprise Wales, both of whom are supported through a range of ways. Our commitment to the community also extends to the development of future generations and we welcome work placement students.

Signed:

David Emery
Managing Director - Operations

Date: 29th January 2019

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