

CORPORATE SOCIAL RESPONSIBILITY POLICY

Introduction

Since 1989 CBS Automotive have been at the forefront of In-car installations across the East of England.

CBS specialise in providing high quality in-car solutions - from handsfree packages to multimedia solutions.

Our in-house team of service engineers have a wealth of experience - installing kits into everything from a Rover to an Aston Martin.

Our priorities and values

The priorities and values of responsible business are linked to our business ambition “to deliver outstanding levels of safety, reliability and customer service so that we are trusted and valued by our customers.”

The corporate values we expect our people to display also support the way we deliver responsible business practice:

- We put customers first – we build trust by giving excellent service, listening and taking action on what our customers tell us.
- We take pride – we take ownership for our work, going above and beyond to get impressive results.
- We work as a team – we build relationships with colleagues and partners, share best practice and encourage honest, open conversations.
- We bring energy – we approach all our work with enthusiasm, always challenging ourselves to do better, by embracing new ideas and solutions.
- We act with honesty as we develop our business.

Our people

We are committed to the ongoing development of our people, we know that this is important to make sure we have the necessary skills and experience for current and future business success.

The effective development of people is a partnership based on:

- Individuals taking ownership and responsibility for their own development.
- Managers giving the appropriate support and encouragement
- HR designing adequate processes and procedures.

Vital to the success of this policy are regular development discussions and yearly formal development reviews. These discussions are the main way of identifying development needs and are based on open conversations with realistic expectations and honest feedback.

We have a commitment to keeping employees informed of company news through team briefings and regular staff meetings. We also encourage employees to discuss any operational issues with their managers and to suggest ways to improve performance and efficiency.

Employees' conduct

We expect our people to:

- Act with honesty and respect human rights and the interests of our people, customers and other stakeholders
- Respect the legitimate interests of other people and organisations
- Maintain the highest standards of integrity and honesty – we will not ‘overpromise’, not deliberately ‘under-deliver’ or make commitments that we cannot or do not plan to keep.

Our people expect:

- Clear and fair terms of employment for our employees
- Provide clean, healthy and safe working conditions
- A fair policy of pay and benefits
- Equal opportunities for all employees
- Personal development and progressing in their careers
- Not employing underage staff or people without the correct UK work permits
- No bribery and inappropriate gifts or money laundering
- A harmonious working environment with zero tolerance to bullying or to any form of harassment linked to a person's sexuality, gender, beliefs or other personal characteristics.

Equal opportunities

We are committed to a policy of equal opportunity and diversity in employment and recognise that this is essential to making sure we are successful and grow as a business. We will do everything possible to select, recruit, train and promote the best candidates based on suitability for the job; to treat all employees and applicants fairly, no matter what their race, gender, marital status, age, nationality, ethnic origin, religious belief, sexuality or disability; and to make sure that no employee suffers harassment or intimidation.

Disabled employees

It is our policy to provide employment and to make reasonable adjustments for disabled people wherever business needs will allow. If an existing employee becomes disabled, we will make every reasonable effort to make sure that career opportunities are available to them.

Health, safety and welfare at work

The health and safety, welfare and well-being of employees, suppliers and the public are extremely important to us. It is our policy to create and improve standards of health and safety, which will lead to avoiding and reducing risks and to make sure that we keep to all health-and-safety law.

Employee support and benefits

We give our employees a range of support policies and programmes to make sure their general well-being is prioritised and that we fulfil a duty of care for our employees.

These include:

- Flexible working policy
- Statutory parental leave and options for enhanced and unpaid parental leave

Limiting our effect on the environment

CBS Automotive are passionate about protecting the environment, it is an important focus for us and we are constantly looking for ways to reduce, as far as possible, the environmental effect of our past, present and future activities.

As a company we understand that reducing our effect on the environment is an expected business practice. As a company, we are committed to continual improvement, including environmental considerations in our day-to-day management, going above and beyond expectations to reduce the effect of our operations and associated emissions.

Limiting the effect of our daily operations on the environment

Delivering a low-carbon environment is one of our main commitments. To achieve this, we continue to look for less-carbon-intensive alternatives to our work. We are committed to:

- Reducing the emissions associated with the travel by using technology such as Skype for meetings
- Reducing the volumes of material that we send to landfill

Reducing our carbon footprint

We are on target to exceed our commitment to reduce our carbon dioxide emissions by 10% over the current price-control period from 2013 to 2021.

Methods we use to achieve this target include the following.

- Reducing our use of energy and water by ensuring staff are aware of and adhere to the policy, turning PC's off when not being used.
- Using printing paper which is chlorine-free and carries the FSC kite mark
- Investing in recyclable resources wherever possible.
- Encouraging our people to get rid of all paper waste, which could give private details about our business, in secure bins, 100% of which is recycled.
- Recycling cardboard.

Sourcing suppliers

We buy a wide range of goods, work and services to make sure we can meet our regulatory and business goals. Excellent working relationships are central to delivering our business.

We have an approved vendor list where we assess suppliers for technical competency, HSE accreditations, insurance cover, financial standing and, where appropriate, make declarations for antibribery and other measures of social, legal and financial responsibility.

Modern Slavery Act 2015

CBS Automotive strongly oppose slavery and human trafficking, and would never knowingly carry out business with suppliers or contractors involved in these practices.

We review our operations and supply chain to evaluate the risks in terms of human trafficking and slavery. We also need our contractors and suppliers to keep to the Modern Slavery Act 2015, and will not continue to buy goods or services from any supplier that is found to be taking part in human trafficking or using slave labour. CBS Automotive will also carry out background checks before entering into new agreements with contractors or suppliers.

CBS Automotive offer training to our staff, who are aware of the risks of human trafficking and slavery, and our obligations under the Act.