

Central England Co-operative

Corporate Responsibility Policy

As a responsible business, owned by our members, we believe that Corporate Responsibility (CR) is integral to the long term sustainability of Central England Co-operative Society. We also believe best practice in CR makes good business sense, provides a competitive advantage to the Society and maximises stakeholder benefit.

Our approach to CR addresses both our social and environmental impacts while adhering to the co-operative values and principles and supporting our vision 'to be the UK's best consumer co-operative society by making a real difference to our members and our communities'. We continually seek out opportunities to improve the environment and to contribute to the wellbeing and sustainability of the communities in which we operate.

The principles of our CR policy underpin our values and guide all of our actions. Their presence in everything we do will ensure that we act responsibly in all of our dealings and that CR is embedded throughout the Society. Our CR policy also sets out the Responsible Business Framework we have developed to focus our efforts on areas of real need and where we can have the greatest impact and influence.

CR Principles underpin our Values

Value – Customers: Listening to our customers and providing great customer service

CR Principle – Social and environmental responsibility involves everyone, and as such, we will encourage our customers to communicate with us and seek their views regarding social and environmental issues and actions that matter to them and their communities.

Value – Co-operation: Our co-operative principles at the heart of our actions

CR Principle – We will focus our CR efforts on working with our communities to improve their sustainability and wellbeing. We will conduct our business relationships with integrity and courtesy, and honour our trading commitments. We will aim to share best practice with other co-operatives, up and down the supply chain and across the industry via participation in CR initiatives, e.g. those initiated by industry/government bodies, etc.

Value – Honesty: Openness and honesty as a way of working

CR Principle – We will communicate our CR objectives and performance against our targets openly and honestly to our employees and members and to other stakeholders, including customers and suppliers. As members of Business in the Community (BiTC), we commit to provide a full account of our progress in the Society's CR Report and by participating in the BiTC Corporate Responsibility Index. We will aim to exceed relevant legislation requirements and where no legislation exists we will endeavour to develop and implement our own appropriate standards.

Value – Success: Driving commercial success through effective leadership and teamwork

CR Principle – We will effectively communicate the CR policy, strategy and plan to all employees and ensure that they all understand the role that they can play in embedding CR throughout the business. We will ensure that all levels of the business have a CR target (KPI) which will impact the commercial success of the Society.

Value – Improvement: Always getting better at what we do

CR Principle – We are committed to improving our CR achievements. When developing and implementing new social and environmental targets we will review technical developments, scientific evidence, government advice, customer and member concerns and expectations and costs.

Value – Recognition: Rewarding the efforts and achievements of our employees

CR Principle – We will respect our employees, promote diversity and inclusion and provide a safe and secure working environment. We will ensure that we encourage the personal development, training and wellbeing of our employees while recognising individual contributions and rewarding all fairly.

Responsible Business Framework

We will adopt the internationally recognised Responsible Business Framework to guide our CR strategy and actions:

Workplace

- Unlock the skills of our employees
- Boost engagement with our vision and strategy
- Increase diversity & inclusion
- Promote the health & wellbeing of our employees

Environment

- Carbon reduction
- Waste prevention
- Preserve natural resources
- Encourage sustainable behaviour

Marketplace

- Operate a responsible supply chain
- Practice responsible marketing
- Help address social issues
- Adopt local sourcing where possible

Community

- Remove barriers to work
- Focus on deprived communities
- Social equity & cohesion
- Engage with the NEET's* agenda

* NEET's: 16 – 24 year olds Not in Education, Employment or Training

The Board of Directors and Management Executive are fully committed to this policy and will continue to ensure its implementation.

Maria Lee
President
April 2015

Martyn Cheadle
Chief Executive
April 2015