Ethical Dealing with Customers / Consumers / Staff Policy

Cost, quality and customer service are still important, but Coverguard Services are aware that consumers are increasingly interested in a company’s principles, too. Coverguard Services aim to be socially responsible – respecting the planet and all the people on it by:

* Protecting human rights
* Treating workers fairly
* Avoiding discrimination
* Respecting the environment
* Protecting consumers
* Helping to improve local communities

How we achieve this;

**Clearly define social responsibility**

* Organisational governance
* Human rights
* Labour practices
* The environment
* Fair operating practices
* Consumer issues
* Community involvement and development

**Think about the organisation’s impact on others**

* Consider how decisions and activities affect stakeholders

**Be transparent**

* Give full, clear information about policies and activities, including their actual and potential impact on society and the environment
* Make this information readily available and accessible

**Be accountable**

The management of the organisation must:

* Be answerable to people affected by decisions and activities
* Where something goes wrong, take appropriate steps to put it right and take action to prevent it from happening again

**Behave ethically**

* Identify and promote the organisation’s ethical values
* Clearly communicate these values to all staff, suppliers and others with an interest in the organisation
* Have procedures to monitor, support and enforce ethical behaviour and to deal with unethical behaviour

**Respect international laws and norms of behaviour**

* Abide by relevant laws, such as equality laws, wherever the organisation operates, even in areas where such laws are not enforced
* Respect international norms of behaviour.
* Avoid working with or supporting organisations that don’t respect the law or international norms of behaviour

**Respect human rights**

* Respect and, where possible, promote the rights set out in the International Bill of Human Rights. This includes protecting children and the rights of people with disabilities, and eliminating racial and gender discrimination