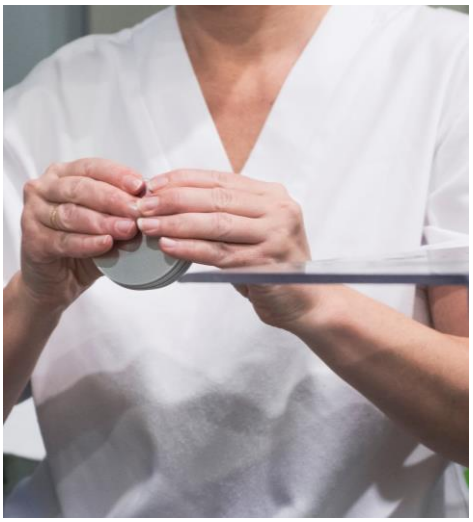
Code of Ethics

YOU DREAM,
WE MANUFACTURE



you dream ...
we manufacture

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01 COMMITMENT TO PERSONNEL

Human capital, men and/or women, is the main asset of any organisation. We therefore take care of our responsibility to our team, giving them the support they need to grow and advance in the achievement of personal and professional objectives.

The following principles are used:

EQUAL OPPORTUNITIES:

We believe, at the heart of the company, in promoting equal conditions for women and men. Women and men have the same conditions of work and opportunities in the organisation while also having the same rights regarding remuneration and professional advancement.

NO DISCRIMINATION:

We do not allow any kind of discrimination for reasons of gender, race, sexual orientation, religious belief, political orientation, nationality, social background or disability.

INFORMATION TRANSPARENCY:

Cosmewax aims to be an open organisation, where communication flows in many directions. We care that our workers are the first to know when something happens in the organisation and will be sharing accurate information in the workplace, which generates the confidence and credibility necessary to carry out our activities correctly.

CONCILIATION OF WORK AND PERSONAL LIFE:

Workers are allowed an extra four weeks of maternity/paternity leave. The allowance set by the company is the same for both the mother and the father.
Additionally, we offer flexibility in the work timetable and in the periods that holiday may be taken, depending on company circumstances.
Digital disconnection is fulfilled based on the applicable collective agreement: Workers will have the right to digital disconnection in order to guarantee, outside of legal or conventionally established working time, respect for their rest time, permits and vacations, as well as well as their personal and family privacy.

COSMEWAX
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COMMITMENT TO PERSONNEL

COMMITMENT TO TRAINING AND EDUCATION:

Cosmewax produces an Annual Training Plan whose objective is to ensure that employees acquire the competencies required to carry out their work duties correctly, and are prepared for new challenges.
We organize further training as the need arises, in our efforts to make our personnel the best they can be.

PROMOTION:

In order to have multi-skilled workers, Cosmewax encourages horizontal promotion. Hence, employees with the required skills and knowledge may choose to move to other areas of the company. This form of promotion enables professional growth within the organisation.
Cosmewax is also committed to youth employment. We provide entry into work for young workers, and help them develop their professional careers.
Furthermore, we collaborate with various organizations and accept their students for paid work experience within our organisation.

WORK CLIMATE AND SATISFACTION

We allow our employees a large degree of autonomy and initiative so they may deal with what arises with a creative spirit. We therefore enable the participation of workers and the sharing of their opinions through mechanisms like improvement groups (IG), surveys on work climate, the suggestions box, the employee portal, email, cultural/sporting activities, etc.

COMMITMENT TO PERSONNEL

RECRUITMENT AND SELECTION:

Finding and retaining talent is an ongoing job at Cosmewax. We select excellent professionals who are prepared to grow in the company.
We have organised an online "Bizneo" where Cosmewax employees can keep their CV up to date. This information is used to select internal candidates for vacancies, replacements, development programs, etc.

WORK HEALTH AND SAFETY:

We make sure that the work conditions and environment are healthy and pleasant, and are careful about the use of space, lighting, temperature, ergonomics and cleanliness.
We also ensure that all workers know the procedures and instructions regarding work health and safety, by providing training on this.
In the same way, we watch over Human Rights and its impact on our society.
In this way we make sure that all interested parties, including our own suppliers, are informed.
Furthermore, we provide accident and life insurance with broad coverage (death, and permanent or total disability).
Finally, we provide Personal Protective Equipment for duties where this is needed, and create targets and indicators of improvement in relation to work conditions.

02 COMMITMENT TO OUR CUSTOMERS AND SUPPLIERS

In our work at Cosmewax we aim to create stable relationships with customers and suppliers, and carry out strategic planning and projects that are sustainable and beneficial for all concerned.
Likewise, we promote a permanent exchange of information, and recognition of the active role played by customers and suppliers.
We are aware that our suppliers are also part of our success. For this reason, and because we want to establish a relationship of trust with suppliers, we have a demanding selection process. The objective is that all companies that provide us with a service comply with our quality requirements and work in line with our corporate values and culture.

INFORMATION:

Information we share is clear, comprehensible, true, complete and detailed regarding:
- Characteristics of products and services offered
- Prices, time frames, guarantees
- Risks to health, safety and the environment
- Suitable use of goods and services offered
- Rights and obligations
- Other legally required conditions

MANAGEMENT:

We do not accept or offer any gifts or commission, in money or kind, that could interfere with the rules of free competition in the production and distribution of goods and services.

CUSTOMER SATISFACTION:

Cosmewax delivers on performance, quality, time frames, prices and guarantees. To ensure this, we assess the level of customer satisfaction through satisfaction questionnaires to know our customers' views. We can then improve the performance of our processes and respond to our customers' needs and priorities.
Likewise, we enable the resolution of potential conflicts by means of conciliation, mediation or arbitration, and our efficient handling of complaints, non-conformances and corrective actions creates a greater satisfaction than could be achieved by simply complying with regulations.

03 COMMITMENT TO INNOVATION

In an environment which is ever more competitive, where store brands have evolved to become a clear competitor to manufacturer brands, there is a need for constant re-invention. We therefore emphasise innovation and flexibility in the management of new projects, as key policies that will differentiate the quality of the product.
Likewise, we consider it important to advance infrastructure and new business management systems.

- Our two Research and Development laboratories (hair removal and skin care lab), are equipped with the latest advances in technology and infrastructure, ensure products of the highest quality for our customers.

- Innovation plan based on trend analysis, market monitoring & new raw materials.

- We can adapt to our clients' policy ingredients.

- SUSTAINABLE FORMULAS: Minimalist formulas, raw materials with good biodegradability profile, high level of naturalness, clean beauty.

04 COMMITMENT TO SOCIETY

SOCIAL INITIATIVES

In 2021, we incorporated into our business strategy the Sustainable Development Goals adopted by the UN in 2015.

The Sustainable Development Goals are a call to action to promote prosperity while protecting the planet.

They recognize that ending poverty must go hand in hand with strategies that generate economic growth and address social needs including education, health, social protection and job opportunities, climate change and environmental protection. .

The 17 Goals are part of the 2030 Agenda for Sustainable Development, which sets out a 15-year plan to achieve the Goals.

COMMITMENT TO THE ENVIRONMENT

At Cosmewax, we take the greatest care of the environment in our work, and aim to minimise the environmental impact of our activity.
We therefore work under a Quality Management System, which ensures that we comply with legal requirements that relate to the environment. As a result, we have received numerous official certificates that recognise our commitment.

From the company's beginnings, we have implemented sustainable improvements in the production process and in the development of new products. We also manage resources in a sustainable manner and promote a responsible use of them so we can work with maximum energy efficiency and support the preservation of biodiversity.

Furthermore, we train personnel in handling waste and spillage of chemical products. The consumption of water, electricity, gas and paper is also fully controlled.

SOCIAL INITIATIVES

In these turbulent times there has been a considerable increase in the number of people and groups who are struggling through difficult economic and/or personal situations. Companies can lend support and try, as means allow, to reduce the negative effects as much as possible.
Cosmewax has therefore placed a special interest in its social action plan, in which we collaborate with social organisations (NGOs) dedicated to improving the social welfare of the most disadvantaged.

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The company has a robust model for the prevention of practices related to corruption, bribery and fraud. Cosmewax does not tolerate such behaviour under any circumstances, and requires rigorous compliance with all prohibitive bribery and corruption regulations to all employees and external agents, who interact with the company.

Cosmewax rejects child labour and all forms of forced labour and is committed to respecting freedom of association and the right to collective bargaining.Cosmewax does not accept child labour, will not use child labour and will not include in its business activities products or services that are the result of child labour in its business activities.

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