

## Challenges:



The largest sustainability issue for Cousins Group is the recycling of used paint containers; they use the paint from over a thousand paint containers each week, many of which would go to landfill as single use plastic without determined intervention to redirect

them to a further use. Cousins work closely with suppliers to address this, but there remains some way to go to achieve universal acceptance of a shared responsibility to mitigate the impact of this waste stream.

## Impact:

**Cousins Group have gained the following impacts by being a member of the School:**

- Improving awareness:** Cousins have attended numerous supplier and training days and found them rewarding as a means of improving knowledge and awareness of the complex issues surrounding sustainability, as well as meeting senior members of their key and target customers. After attending any of the Supply Chain Sustainability School events, Cousins Group always review their management processes and share the information throughout the relevant sections of the organization with the aim of getting all members of their teams on board with meeting best practice issues.
- Engaging the whole business:** Cousins have completed assessments on several occasions over the last four or five years and while initially these were done by members of the HSEQ team, they have been working at involving a wider selection of staff members in the activity. This has become possible because they have implemented a policy of making online Environmental Awareness training mandatory for all staff in the business as well as making it mandatory for all supervisors and Contract Managers to complete the SEATS course.

## Fact box

**COUSINS**  
**GROUP**

### Company

Cousins Ltd

### No of employees

200+

### HQ

Reading

### Website

[www.cousinsgroup.co.uk](http://www.cousinsgroup.co.uk)

### Main contact

Alan Barthrope  
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### Services

Specialist painting & decorating sub-contractor

### About

We see our role as being the partner of choice providing a top-quality service for large and complex decorating projects in London, the Home Counties and South East, and have worked diligently to achieve this reputation. We work with most of the leading Tier 1 contractors, and projects range from very large new build residential schemes, to highly specialist heritage and fine decorations.

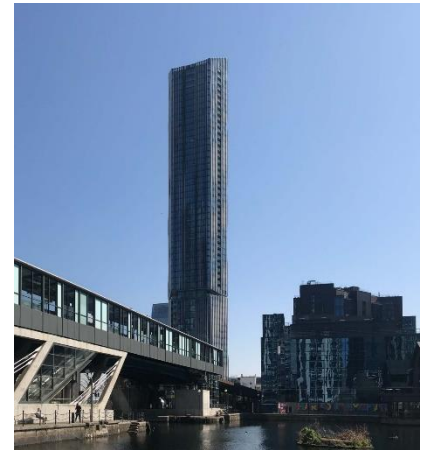
- **Improved staff satisfaction:** The action plan has been a useful tool as they have set an objective of reaching and maintaining Gold membership level, and their staff can see this as being a benefit to the business and to their own professional development.
- **Targeted training:** Cousins have recently completed a number of e-learning modules and feedback from staff has been positive. They have identified that to generate interest among staff, they need to target learning about specific topics rather than just the vast generality of 'sustainability'. They are now seeking to identify more targeted training, as relevant to everyone's roles, to enhance their knowledge relevant to their line of work.



### Value gained:

#### Cousins Group have gained value by being a member of the School:

- **Enhanced reputation:** Being recognised as an active member of the Supply Chain School has been positive in raising the profile of Cousins Ltd during the pre-construction phases of projects.
- **Improved client satisfaction:** As a trade where there is limited appetite among clients for transformative innovation, it becomes very important to demonstrate clear understanding of customers key sustainability drivers, and to be able to support them by demonstrating progress towards achieving their objectives.



### Future proofing:

It is very helpful that Partners are requiring achieving a minimum standard of achievement at the School, as it gives staff a direct benefit for the time and effort they commit.