



PEOPLE POLICIES

Equity, Diversity and Inclusion

1. Overview

We are committed to providing equality, diversity and inclusion amongst our workforce, and eliminating unlawful discrimination in employment and against our customers.

We continually strive to ensure that your work environment is free of harassment and bullying and that everyone is treated with dignity and respect. This is an important aspect of ensuring equality, diversity and inclusion in employment. There is a separate Dignity At Work Policy, which deals with these areas.

In order to be an effective organisation we need to attract, recruit, develop and retain the very best people at all levels.

This is based on three principles:

- i) **Equity** – we promote equal opportunities by seeking to remove barriers, eliminating discrimination and ensuring equal opportunity and access for all groups of people
- ii) **Diversity** – we accept each person as an individual. Our success is built on our ability to embrace diversity and we believe that everyone should feel valued for their contributions. By working together, we will deliver the best possible service for our colleagues and customers.
- iii) **Inclusion** – we create a working culture where differences are not merely accepted, but valued; where everyone has the opportunity to develop in a way that is consistent with, and adheres to, our values of acting safely & ethically, be caring & respectful, work together, be trusted, and continuously improve. Our aim is to be an organisation where people feel involved, respected and connected to our success.

2. What is not OK

- It is unlawful to discriminate directly or indirectly because of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. These are known as "protected characteristics".



- This includes opposing or avoiding all forms of unlawful discrimination in recruitment and employment practices including, pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.
- We expect all our colleagues to not discriminate against or harass a member of the public in the provision of services or goods. It is unlawful to fail to make reasonable adjustments to overcome barriers to using services caused by disability. The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services. In addition, service providers have an obligation to think ahead and address any barriers that may impede disabled people from accessing a service.

3. Types of unlawful discrimination include:

- Direct / indirect discrimination
- Harassment / Third Party Harassment
- Associative / Perceptive discrimination
- Victimisation
- Failure to make reasonable adjustments

4. Equality, Diversity and Inclusion in Employment

We will monitor the ethnic, gender and age composition of the existing workforce and of applicants for jobs (including promotion), and the number of people with disabilities within these groups, and will consider and take any appropriate action to address any concerns that may be identified as a result of the monitoring process.

We will train our managers and those responsible for recruitment on understanding and avoiding discrimination.

5. Your responsibilities

- You should report any bullying or harassment (including by customers, suppliers, visitors or others) to your manager who will then take appropriate action.
- You will go through appropriate training provided to enable you to implement and uphold our commitment to equality, diversity and inclusion in the workplace.
- You have the right to equality of opportunity and a duty to implement this policy. Breach of the equality, diversity and inclusion policy is potentially a serious disciplinary matter. Anyone who believes



that they may have been disadvantaged on discriminatory grounds is entitled to raise the matter through the grievance procedure.

- You should be aware that you can be held personally liable as well as, or instead of, the Company for any act of unlawful discrimination. Colleagues who commit serious acts of harassment may be guilty of a criminal offence.
- Acts of discrimination, harassment, bullying or victimisation against colleagues, customers or the public, are disciplinary offences and will be dealt with under the Company's disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.
- Furthermore, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 (which is not limited to circumstances where harassment relates to a protected characteristic) is a criminal offence.
- If you consider that you may have been unlawfully discriminated against, you may use the Company's grievance procedure to make a complaint.

Signed: *Helen Johnson*

Name Helen Johnson (HR Director)

Dated: 22/12/2023

Author: Amanda Luciano
Date: 22/12/2023
Version:3