



# Equality, Diversity & Inclusion Policy

*Putting People First*

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## CORELAIN

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## 1. Purpose and Philosophy

At Corelain, *Putting people first* is more than a policy it is our philosophy. We believe that respect, fairness, and inclusion are fundamental to professional excellence, trust, and innovation.

Our culture is founded on the conviction that diversity in thought, background, and experience strengthens our insight and impact.

We are committed to ensuring that everyone; employees, clients, partners and communities are treated with dignity and respect and are able to thrive free from discrimination or bias.

## 2. Scope

This policy applies to:

- All Corelain employees, directors, consultants and agency staff.
- Job applicants, interns, trainees and contractors.
- Clients, suppliers and partners in our value chain.

It covers all aspects of employment and service delivery — including recruitment, training, pay, career progression, conduct, procurement and project management.

## 3. Legal and Ethical Framework

Corelain operates in full alignment with:

- **Equality Act 2010**
- **Human Rights Act 1998**
- **Public Sector Equality Duty (s.149)**
- **RICS Rules of Conduct (2024)**
- **Corelain ESG and Living Wage commitments** under PPN 06/21

## 4. Our Values – “Putting people first”

1. **Respect** – we value each person’s unique perspective and lived experience.
2. **Fairness** – decisions are based on merit, evidence, and integrity.
3. **Belonging** – everyone should feel safe, supported, and empowered to contribute.



**4. Accountability** – we challenge bias and take responsibility for our actions.

**5. Collaboration** – diversity fuels creativity, resilience, and excellence in service delivery.

## **5. Protected Characteristics**

Corelain upholds the nine protected characteristics under the *Equality Act 2010*:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race (including colour, nationality, ethnic or national origin)
7. Religion or belief
8. Sex
9. Sexual orientation

We also recognise that other factors — such as socio-economic background, caring responsibilities, or neurodiversity — can impact inclusion. Corelain will act proactively to remove barriers wherever possible.

## **6. The EDI Lead Role**

Corelain appoints an **Equality, Diversity & Inclusion Lead** to:

- Champion the *Putting people first.* values across the organisation.
- Monitor policy implementation and report annually to the Board.
- Deliver or coordinate EDI training and awareness sessions.
- Provide confidential support for staff experiencing discrimination or personal difficulties.
- Ensure our supply chain and partners align with our equality principles.
- Review recruitment and progression data to improve representation.

The EDI Lead may also chair the *People First Forum* — a voluntary group for staff engagement on diversity, wellbeing and professional growth.



## 7. Responsibilities

Role	Key Responsibilities
<b>Board of Directors</b>	Overall accountability for equality, diversity and wellbeing outcomes.
<b>EDI Lead</b>	Day-to-day leadership of data monitoring and culture development.
<b>Managers</b>	Inclusive decision-making, fair supervision and team engagement.
<b>All Employees &amp; Consultants</b>	Uphold Corelain's values in behaviour, language and professional conduct.

## 8. Inclusive Practice and Wellbeing in Action

Corelain recognises that equality, diversity and wellbeing are interconnected. Personal circumstances, health conditions and external pressures can affect how individuals experience work and life.

We take a proactive approach to wellbeing as part of our inclusion strategy, ensuring every person has access to the right support at the right time.

Corelain will:

- Promote mental and physical wellbeing through open dialogue, training and access to confidential support.
- Offer wellbeing assistance to employees experiencing external impacts or lifestyle changes that may affect their health, family life or protected characteristics.
- Enable individuals to develop coping strategies and resilience, through flexible working, mentoring or occupational health referral.
- Recognise that wellbeing needs differ across individuals and communities, and treat all requests sensitively and without judgement.
- Integrate wellbeing considerations into supervision, appraisals and training plans.

Corelain's approach is founded on the belief that a supported workforce is an inclusive workforce.



The EDI Lead will work with managers and the Wellbeing Coordinator (where appointed) to monitor themes and recommend interventions that strengthen team resilience and belonging.

## **9. Reporting and Support**

Any employee who experiences discrimination, harassment, bullying, or personal difficulties impacting their wellbeing should feel confident to seek support.

They can approach:

- Their Line Manager; or
- The EDI Lead; or
- The Director(s) (confidentially).

Employees may also access wellbeing resources and external support as outlined in the Staff Handbook – Section 6: Health, Safety & Wellbeing.

Corelain will respond compassionately and constructively, offering practical adjustments and ongoing support where appropriate.

## **10. Relationship to Other Policies**

This policy forms part of the Corelain Staff Handbook and should be read in conjunction with:

- Health, Safety & Wellbeing Policy – support for mental and physical health, flexible working and occupational health referrals.
- Anti-Bullying and Harassment Policy – defines unacceptable behaviour and resolution processes.
- Disciplinary and Grievance Policies – formal mechanisms for addressing concerns fairly and lawfully.
- Code of Conduct – sets expected standards of professional behaviour.

Where allegations involve harassment or discrimination, investigations will follow the Bullying & Harassment or Grievance procedure with guidance from the EDI Lead.



## 11. Monitoring and Continuous Improvement

The EDI Lead will produce an annual *People First Report* summarising:

- Workforce diversity data and trends;
- Training and engagement outcomes;
- Actions taken to strengthen inclusion and wellbeing.

The Board will review progress each year and update this policy to ensure continuous improvement and compliance with emerging best practice.

## 12. Statement of Commitment

*"At Corelain, people are not an input they are the purpose. Putting people first means treating everyone with fairness, empathy and respect. We will lead by example, support each other, and ensure our actions reflect the inclusive and responsible values we stand for."*

Signed:	Signed:	Signed:
		
Ian Chadwick (CEO)	Adrian Patel Director (Commercial)	James Pemberton Director (Technical)

## Version control

Date issued	Version number	Date reviewed	Approved
23.10.25	V1.0	06.11.25	Adrian Patel

**Linked Policies:** Staff Handbook (Sections 2, 4, 5 & 6) | Putting people first (EDI Policy) v1.2 | Last Reviewed October 2025