



Equal Opportunities & Diversity Policy

It is the policy of Industrial Refrigeration Services Ltd to support without reservation the principle of equal opportunity in employment in line with the Equalities Act 2010. Industrial Refrigeration Services Ltd is opposed to all forms of unlawful or unfair discrimination on the grounds of any of the protected characteristics: age, race, nationality, sex, marital status, sexual orientation, gender reassignment, pregnancy and maternity, or disability.

At Industrial Refrigeration Services Ltd, in addition to standing firm against discrimination, we are also committed to actively promoting equality and diversity by promoting a culture that values and appreciates difference and recognises that people from diverse backgrounds and experiences bring valuable perspectives and insights to the workplace. We believe that creating a diverse and inclusive workplace is not only the right thing to do, but also the smart thing.

Industrial Refrigeration Services Ltd strives towards establishing a work environment that is free of bullying, harassment, victimisation and unlawful discrimination, where all employees are treated fairly as individuals while ensuring that all employees can use their skills and capabilities to the fullest of their potential. Removing any existing and potential barriers to inclusion is crucial to creating a welcoming and accepting work environment where people feel appreciated and supported. Industrial Refrigeration Services Ltd not only encourages, but enforces:

- Civil and respectful communication and cooperation between employees
- Reasonable efforts to guarantee an employee's dignity, confidentiality, independence and integration
- Staff conducting themselves in a way that helps the organisation promote and provide equal opportunities and prevent unlawful discrimination
- Opportunities to request for flexible work schedules that accommodate employees' various needs
- Workplace modifications and adjustments designed to ensure equal opportunities for all employees to participate in the workplace and in other related activities without discrimination.
- The opportunity to report an incident of discrimination
- The establishment of a platform for receiving and responding to feedback

All employees are to be treated with dignity and respect and all forms of intimidation, bullying or harassment will not be tolerated. As an employee of Industrial Refrigeration Services Ltd, if you believe you have may have encountered discrimination because of any of the above protected characteristics, you should immediately raise the issue following our **disciplinary procedure**. Employees should raise the Matter with their Line Manager, HR Personnel or Company Director.

If the matter is still not resolved, the employee can raise a complaint through the company's **grievance procedure** as outlined in the company handbook. If an employee does not feel comfortable in raising the issue within the company, for example, if they believe they are being bullied by a superior, they can contact ACAS (Advisory, Conciliation and Arbitration Service) for advice.

This policy applies to both conduct in the workplace and conduct outside the workplace that is related to your work (meetings, social interactions with colleagues/clients) or could impact Industrial Refrigeration Services Ltd's reputation (Social media posts and interactions on behalf of a company account). Some other specific areas where this policy is applicable are:



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A) Recruitment and selection

Selection for employment at Industrial Refrigeration Services Ltd will be solely based on aptitude and ability. Our goal is to attract and retain the most talented and motivated people, while valuing the variety of skills and knowledge people bring to the company. We pride ourselves on ensuring that our hiring process is as unbiased as can be, with a full focus on objectively selecting the best candidate to fulfil job-related responsibilities.

B) Training

Industrial Refrigeration Services Ltd will provide training in equal opportunities to managers and others likely to be involved in recruitment or other decision making where equal opportunities issues are likely to arise.

Industrial Refrigeration Services Ltd will provide training to all existing and new employees to help them understand their rights and responsibilities under the Equalities Act 2010 and what they can do to help create a working environment free of bullying and harassment.

C) Promotion

All promotion decisions will be made based on merit without being influenced by any of the protected characteristics. Furthermore, measures will be taken to locate and remove unnecessary and unfair barriers to promotion to ensure that all staff have fair access to promotion and development opportunities.

In the event that Industrial Refrigeration Services Ltd employs non-English speaking employees, we will ensure that there is a competent interpreter who is capable of briefing the employee(s) on all health and safety matters in their native language. We also expect sub-contractors employed by us to observe this policy. In all cases we will make every attempt to ensure that essential information is given to non-English speaking employees in an easily understandable form and we will obtain their signatures on relevant documentation to confirm their understanding.

The rights and obligations set out in this policy are equally applicable to all employees, whether part time, full time, fixed-term contract, or any other form of contract with Industrial Refrigeration Services Ltd. As an employee, you have a personal responsibility for the application of this policy. As part of your employee induction, you are required to read and familiarise yourself with this policy.

This policy is especially relevant to line managers and other employees that are tasked with decisions regarding recruitment, training and promotion procedures or other decisions that affect other employees.

Industrial Refrigeration Services's Director, or their deputy will measure and review the effectiveness of this Equality Policy on an annual basis to ensure the organisation's consistent compliance with new rules and regulations. They will also regularly undertake reviews surrounding employment practices and procedures, including opportunities for training and promotion, pay and benefits, discipline, selection processes, to avoid all forms of unlawful discrimination.

Signed: *Dan Downes*

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Managing Director
Industrial Refrigeration Services Ltd

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Page 2 of 3

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Appendix 1 - types of discrimination

There are various types of discrimination prohibited by this policy. The main types are:

1) Direct discrimination

Direct discrimination occurs where one person is treated less favourably than another because of a protected characteristic set out in this policy. By way of example, refusing to promote a pregnant employee on the basis that she is shortly due to go on maternity leave would be direct discrimination on the protected characteristic of the employee's sex. Other types of direct discrimination are:

- **Associative discrimination** - this is direct discrimination against someone because they associate with another person who possesses a protected characteristic. For example, an employee is discriminated against because his/her son is disabled.
- **Perceptive discrimination** - this is direct discrimination against an individual because others think they possess a particular protected characteristic. For example, where co-workers assume the sexual orientation of an individual. It applies even if the person does not actually possess that characteristic.

2) Indirect discrimination

Indirect discrimination occurs when an unjustifiable requirement or condition is applied, which appears to be the same for all, but which has a disproportionate, adverse effect on one group of people. This is discrimination even though there was no intention to discriminate. For example, a requirement for UK based qualifications could disadvantage applicants who have obtained their qualifications outside of the UK; this could amount to indirect discrimination on the grounds of race.

3) Victimisation

Victimisation is where an employee is treated less favourably than others because they have asserted legal rights against Industrial Refrigeration Services or assisted a colleague in doing so. For example, victimisation may occur where an employee has raised a genuine grievance against Industrial Refrigeration Services and is demoted as a result.

4) Harassment

Harassment is "unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual." It is important to remember that it is not the intention of the harasser but how the recipient perceives their behaviour, which determines whether harassment has occurred. Please see Industrial Refrigeration Services Ltd's Company Handbook, for further details of how the company will deal with bullying and harassment.