Equality, Diversity and Inclusion Policy (EDI Policy)

Statement of Policy

The Company is committed to promoting equality, diversity and inclusion (EDI) in all aspects of its employment and service delivery. As a soft services facilities management provider, we recognise that our workforce is diverse, client-facing and central to the quality of the services we deliver.

Our aim is to ensure that no job applicant, worker or employee is treated less favourably or excluded—either directly or indirectly—on any unlawful grounds. We are committed to creating a respectful, inclusive and supportive working environment where everyone is able to contribute fully and perform to the best of their ability.

This policy applies to all employees, workers, agency staff, contractors, subcontractors and anyone engaged in delivering services on behalf of the Company across all client sites.

Legal Framework and Responsibilities

The Company has overall responsibility for ensuring this policy is implemented in accordance with relevant equality legislation, statutory requirements and Codes of Practice.

Senior management is responsible for providing leadership, resources and oversight to embed equality, diversity and inclusion into our operations. Managers and supervisors have a duty to apply this policy fairly, particularly across client sites, shifts and teams.

All employees are expected to:

- Treat colleagues, clients and members of the public with dignity and respect
- Follow this policy and related procedures
- Challenge inappropriate behaviour where safe to do so, or report concerns promptly

Discrimination, harassment, bullying or victimisation will not be tolerated and may result in disciplinary action up to and including dismissal or termination of contract.

Scope of Protection

The Company will not tolerate discrimination on the basis of any protected characteristic, including:

- Sex
- Gender reassignment
- Pregnancy or maternity
- Marriage or civil partnership
- Race, colour, nationality or ethnic or national origin
- Disability (including hidden or long-term health conditions)
- Age
- Religion or belief
- Sexual orientation
- Any other status protected by law

This protection applies across all aspects of employment and service delivery.

Working Environment and Conduct

We are committed to maintaining a professional, inclusive and safe working environment across all client premises, depots and offices.

All employees must act respectfully towards colleagues, clients and members of the public at all times. Harassment, intimidation, offensive language, exclusion or inappropriate jokes—whether verbal, physical, written or online—will not be tolerated.

The policy applies equally across day shifts, night shifts, lone working situations and remote or dispersed teams.

Managers must take prompt action where inappropriate behaviour is observed or reported.

➢ Recruitment, Selection and On-boarding

- The Company is committed to fair and inclusive recruitment practices across all soft services roles.
- Recruitment and Selection
- Recruitment decisions will be based solely on an individual's suitability for the role, including skills, experience, reliability and ability to perform role requirements safely.
- Job descriptions and person specifications will accurately reflect the physical, technical and interpersonal requirements of the role.
- Vacancies will be advertised using a range of appropriate channels and will not be limited to sources that exclude particular groups.
- All applicants will be treated fairly and consistently.
- Selection criteria will be reviewed regularly to ensure they are job-related and non-discriminatory.
- Interviews and assessments will be conducted objectively and, where possible, by more than one assessor.
- Interview questions will relate directly to the role and service requirements.
- Reasonable adjustments will be made for disabled applicants during the recruitment process.
- Applicants will not be disadvantaged due to language or literacy needs, unless proficiency in English is a genuine requirement for health, safety or service delivery.

➢ Agency and Subcontracted Workers

The Company will share this policy with recruitment agencies and subcontractors and expects them to comply with its principles when selecting and managing workers on our behalf.

➢ Employment, Training and Career Progression

- All employees, including part-time and shift-based workers, will have access to training appropriate to their role.
- Training, promotion and development opportunities will be based on merit and business needs.
- The Company recognises the diversity of working patterns within soft services and will ensure that access to opportunities is fair across shifts and sites.
- Reasonable adjustments will be made for employees with disabilities or health conditions.
- Where practicable, flexible working arrangements will be considered in line with operational requirements.

➢ Uniforms, Appearance and Religious Observance

The Company recognises the cultural, religious and individual needs of its workforce:

- Uniform requirements will be applied fairly and consistently and reviewed to ensure they are inclusive where possible.

- Reasonable adjustments to uniform or PPE will be considered to accommodate religious or cultural needs, provided health and safety standards are met.
- Requests relating to religious observance (such as prayer times or religious holidays) will be considered fairly, taking into account service and contractual requirements.

➢ Contractors, Clients and Third Parties

The Company expects clients, contractors and suppliers to treat our employees with dignity and respect. Any discriminatory behaviour by third parties towards our employees will be challenged and addressed appropriately.

➢ Training and Awareness

Managers and supervisors will receive training to support the fair and consistent application of this policy, particularly across multiple sites.
Employees will be made aware of their rights and responsibilities under this policy during induction and through ongoing communication.

➢ Monitoring and Review

The Company will monitor equality and diversity data, where lawful and appropriate, to assess the effectiveness of this policy.

Monitoring may include:

- Workforce data across protected characteristics
- Recruitment, promotion and training outcomes
- Patterns related to shift allocation, flexible working, and retention
  All information will be managed confidentially and in line with data protection legislation.

The policy will be reviewed regularly and updated where necessary to ensure it remains effective, relevant and compliant.

➢ Raising Concerns

Employees who believe they have experienced discrimination, harassment or unfair treatment are encouraged to raise concerns through their line manager, HR, or the Company's grievance or dignity at work procedures.

All concerns will be taken seriously, investigated promptly and handled confidentially. No employee will be victimised for raising a genuine concern.

Senior Management Statement

This Equality, Diversity and Inclusion (EDI) Policy has been reviewed, approved and adopted by the Company. Senior management confirms its commitment to ensuring the principles of equality, diversity and inclusion are embedded across all operations, sites and service delivery.

Signed: 

Name: Robert Sigley

Position: Managing Director

Date: 14.10.26