

## Equal Opportunities Policy

### Objective:

The policy aims to ensure that:

- No job applicant or employee receives less favorable treatment on the grounds of Age, Disability, Gender Reassignment, Race, Religion or Belief, Sex, Sexual Orientation, Marriage and Civil Partnership, Pregnancy and Maternity.
- The resources and abilities of the employees are maximized.
- No job applicant or employee is disadvantaged by conditions or requirements which cannot be shown to be a genuine occupational requirement.

### Policy:

bespoke Cleaning Services Ltd will:

- Maintain selection criteria and procedures which ensure that individuals are selected, promoted, and treated solely based on their merits and capabilities.
- Ensure that all employees are given equal opportunities and encouragement to progress within the Company.
- To provide all employees with suitable training to enable them to progress within the Company when opportunities arise.
- Recognise its legal obligations under all current legislation.
- Provide equality, fairness, and respect for all in our employment, whether that be temporary, part-time, or full-time employment.
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics (see below).
- To provide access to a grievance procedure for employees who believe that they have received less than equal treatment.
- Do our best to fulfil our social responsibility towards our employees and the communities in which we operate.

### Responsibility:

To ensure that the policy is effectively implemented, it is the responsibility of Senior Management within bespoke Cleaning Services Ltd to assume responsibility for:

- The effective implementation of the policy within their function.
- That the policy is known to employees and potential employees.
- To provide training and guidance to other management and supervisory staff.

### Policy Review:

The Equal Opportunities Policy will be reviewed:

- Either when changes in legislation require it or when any event indicates that the policy is inadequate for its objective.

## Statement

1. The Company is an equal opportunities employer. We are committed to ensuring within the framework of the law that our workplaces are free from unlawful or unfair discrimination because of Protected Characteristics as defined by the Equality Act 2010. We have adopted this policy as a means of helping to achieve these aims.

2. The Protected Characteristics are –

- Age
- Disability
- Gender Reassignment
- Race
- Religion or Belief
- Sex
- Sexual Orientation
- Marriage and Civil Partnership
- Pregnancy and Maternity

3. We aim to ensure that our employees achieve their full potential and that all employment decisions are taken without reference to irrelevant or discriminatory criteria.

## Discrimination

You must not unlawfully discriminate against or harass other people, including current and former employees, job applicants, clients, customers, suppliers, and visitors. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts or when wearing a work uniform), and on work-related trips or events including social events.

The following forms of discrimination are prohibited under this policy and are unlawful:

• **Direct discrimination** – when someone is treated less favourably than another person because of a Protected Characteristic.

• **Indirect discrimination** - occurs where an individual's employment is subject to an unjustified provision criterion or practice which e.g. one sex or race or nationality or age group finds more difficult to meet, although on the face of it the provision, criterion or practice is 'neutral'.

• **Associative discrimination or discrimination by association** – direct discrimination against someone because they associate with another person who possesses a Protected Characteristic.

• **Discrimination by perception** – direct discrimination against someone because it is thought that they possess a particular Protected Characteristic even if they do not actually possess it.

• **Harassment** – 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. You may complain of such offensive behaviour even if it is not directed towards you personally.

**Victimisation** – when an employee is treated less favourably because they have made or supported a complaint or raised a grievance about unlawful discrimination or are suspected of doing so.

• **Disability discrimination:** this includes direct and indirect discrimination, any unjustified unfavourable treatment because of something arising in consequence of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

## **Commitment**

We are committed to ensuring that all our employees and applicants for employment are protected from unlawful discrimination in employment.

Recruitment and employment decisions will be made based on fair and objective criteria. Person and job specifications shall be limited to those requirements which are necessary for the effective performance of the job.

Interviews will be conducted on an objective basis.

Create a working environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation, and unlawful discrimination, in the course of their employment, against fellow employees, customers and suppliers.

You should draw to the attention of your line manager any suspected discriminatory acts or practices or suspected cases of harassment. You must not victimise or retaliate against an employee who has made allegations or complaints of discrimination or harassment or who has provided information about such discrimination or harassment. Such behaviour will be treated as potential gross misconduct. Employees should support colleagues who suffer such treatment and are making a complaint.

Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, and any others during the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

All employees have a right to equality of opportunity and a duty to implement this policy. Discrimination is a serious disciplinary matter which will normally be treated as gross misconduct.

Anyone who believes that he or she may have been disadvantaged on the grounds of a disability should raise the matter through the Company's grievance procedure. Details of the organisation's grievance and disciplinary policies and procedures can be found in the employee handbook.

## **Terms of employment, benefits, facilities and services**

All terms of employment, benefits, facilities and service will be reviewed from time to time, in order to ensure that there is no unlawful discrimination on the grounds of one or more of the Protected Characteristics.



This statement has been approved by the organisations Managing Director who will review and update it annually.

A handwritten signature in blue ink that reads 'J Woodall'.

**Jackie Woodall**

Managing Director

Date: 01.01.2024

A handwritten signature in blue ink that reads 'A Symes'.

**Anna Symes**

Personnel Director

Date: 01.01.2024