

# EQUALITY, DIVERSITY & INCLUSION POLICY

## COMMITMENT TO EQUALITY, INCLUSION & A HARASSMENT-FREE ENVIRONMENT

Neilcott is committed to fostering an inclusive environment where all individuals feel valued, respected and supported. As an Employee Ownership Trust, inclusion is integral to our operations, ensuring that every employee has an equal opportunity to contribute to the success of the organisation. We are committed to creating a culture where diversity is celebrated, enhancing innovation, creativity and employee engagement.

Neilcott will comply with the Equality Act 2010 and aims to ensure that employees and their work environment are free from all forms of harassment and intimidation. Any employee participating in such conduct will be subject to disciplinary action, potentially leading to termination of employment. Acts or comments of a physical, verbal, sexual or racial nature are strictly forbidden.

## EDI OBJECTIVES, VALUES & COMMITMENTS

Neilcott aim to encourage equality, diversity and inclusion by targeting the following:

### Objectives:

- Cultural Change: Addressing attitudes that are barriers to equality and creating a fair, comfortable working environment.
- Service Delivery: Ensuring information flows and is comprehended by all necessary channels to prevent ignorance or lack of knowledge from affecting the work environment.
- Employment: Building a workforce representative of various communities and groups, providing opportunities regardless of race, colour, religion, sex, national origin, age, disability, or marital status.

### Core Beliefs & Commitments

- Fostering cooperation and mutual respect underpins the quality of products and services.
- Valuing diversity and considering applicants from all community sectors.
- Success depends on valuing and encouraging the potential of all employees, especially through recruitment, employment, and training.
- Promoting equality with managerial support.
- Treating every individual with respect and ensuring fair service.
- Providing access to support EDI networks and resources for employees.
- Eradicating discrimination with a zero-tolerance policy for any breaches.
- Supporting diverse representation in leadership and decision-making roles.
- Providing mandatory inclusion and unconscious bias training for all employees, with specialised training for managers and leaders.
- Offering workshops and seminars on inclusive practices and cultural competence.

- Ensuring career development programs are inclusive and accessible, focusing on mentoring and sponsorship for underrepresented groups.
- Ensuring all communication, both internal and external, is inclusive and respectful.
- Using inclusive language in all documents, policies, and marketing materials.
- Providing materials in multiple languages and accessible formats as needed.
- Offering flexible working arrangements and accommodations to support employees' diverse needs.
- Implementing wellness programs that address the mental and physical health needs of a diverse workforce.
- Regularly assessing the effectiveness of inclusion initiatives through surveys, feedback and data analysis

## **IMPLEMENTING PROTECTION UNDER THE EQUALITY ACT 2010**

The Act protects nine groups known as 'protected characteristics': age, disability, sexual orientation, religion and belief, race, sex, gender reassignment, marriage and civil partnership, and pregnancy and maternity. No employee or potential employee can be treated less favourably based on a protected characteristic.

### **Our Responsibilities as an Employer**

- Promoting dignity and respect in the workplace, with zero tolerance for intimidation, bullying, or harassment.
- Ensuring policies and procedures comply with employment and equality legislation.
- Evaluating and amending policies, services, and functions to avoid unfair impacts.
- Merit and ability-based selection for employment, promotion, and benefits.
- Making reasonable adjustments for disabled staff.
- Encouraging all employees to develop their full potential.
- Recognising and valuing individual differences and contributions.
- Providing training, development, and progression opportunities for all staff.
- Ensuring recruitment and selection decision-makers attend equality and diversity training.

### **Your Responsibilities as a Manager**

- Provide support and direction regarding expected workplace behaviours.
- Be a role model for good behaviour.
- Address concerns and complaints swiftly and effectively.
- Encourage and support staff to reach their full potential.
- Work with HR to support employees and make necessary modifications, such as reasonable adjustments for disabled employees.

## **Our Responsibilities as Individual Staff**

- Ensure behaviour and actions do not constitute discrimination, harassment, bullying, or victimisation.
- Recognise and respect colleagues' and clients' needs and backgrounds.
- Report any breaches of the EDI policy to a manager or HR Department.

## **Facilitating EDI Values - Implementation & Review**

- Policy made available to all employees, recruitment agencies, agency staff, and contractors; reviewed at regular intervals not exceeding 12 months.
- Internal training programs incorporate the company's EDI policy.
- Grievance procedures for employees who believe they have been treated unfairly.
- Group Disciplinary policy for breaches of this policy, addressing failures to observe responsibilities and expected behaviour.
- Review of measures implemented via annual Employee Survey.

## **REPORTING HARASSMENT**

Employees who believe they are being subjected to any form of harassment should report the matter to their Line Manager or a Director. An investigation will follow and any employee found to have breached this policy will face disciplinary procedures.

All activities and operations of Neilcott are subject to this policy.