

Company Name:	Twenty-Four Seven Recruitment Services Ltd					
Policy Name:	Equality, Diversity and Inclusion Policy					
Review Date:	V1 06/04/20	V2 10/02/22				
Reviewed and authorised by:	Amanda Lillis - HR Director					

Policy Statement

24-7 Recruitment Services Ltd ("24-7") is committed to the principle of equal opportunity in employment.

The Company is committed to encouraging equality and diversity and eliminating unlawful discrimination in our recruitment and selection processes, employment relationships, and, throughout our supply chain and any associated partners. The term Equality, inclusion and Diversity is at the heart of this policy.

- **Equality** means ensuring everyone has the same opportunities to fulfil their potential free from discrimination.
- **Inclusion** means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution.
- **Diversity** means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee/worker to feel respected and able to give their best.

Scope

This policy applies to all job seekers, salaried employees, temporary workers, visitors, contractors, and volunteers within the Company at all levels, and all workers supplied by a recruitment Intermediary or sub-contracted labour provider.

Responsibilities

Equality of opportunity, valuing diversity and compliance with the law is to the benefit of all individuals in our Organisation as it seeks to develop the skills and abilities of its people. While specific responsibility for eliminating discrimination and providing equality of opportunity lies with managers and supervisors, individuals at all levels have a responsibility to treat others with dignity and respect. The personal commitment of every employee to this policy and application of its principles are essential to eliminate discrimination and provide equality throughout the Organisation.

Human Resources has the responsibility for ensuring the maintenance, regular review and updating of this policy.

All employees/workers have a responsibility to guard against any form of discrimination and avoid any action which goes against the spirit of this policy. Thus, employees/workers at all levels must ensure that there is no discrimination in any of their decisions or behaviour. This includes the provision that all employees/workers must:

- Report any suspected discriminatory acts or practices to their line manager.
- Not induce or attempt to induce others to practice unlawful discrimination.
- Co-operate with any measures introduced to ensure equality of opportunity.
- Not victimise anyone as a result of them having complained about, reported or provided evidence of discrimination.

- Not harass, abuse, or intimidate others.

Policy

We are committed to ensuring within the framework of the law that our workplaces are free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief.

To comply with relevant equality legislation, the Equality Act 2010, Codes of Practice, and relevant best practice guidance.

We aim to ensure that you achieve your full potential and that all employment/engagement decisions are taken without reference to irrelevant or discriminatory criteria.

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

Recruitment and employment decisions will be made on the basis of 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 and personal or home commitments will not form the basis of employment decisions except where necessary and relevant.

All employees/workers 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.

In accordance with our overarching equal treatment ethos, we will also ensure that no one is treated less favourably on account of their trade union membership or non-membership, or on the basis of being a part-time worker or fixed-term employee. The Company's objective is to ensure that individuals are selected, promoted, and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

To take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees/Flexi-Workers, customers, suppliers, visitors, job-seekers, the public and any others in the course of the Company's work activities.

What is discrimination?

Direct discrimination occurs where someone is put at a disadvantage on discriminatory grounds in relation to their employment/engagement. Direct discrimination may occur even when unintentional.

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

Harassment is 'unwanted conduct' related to a protected characteristic. It must have the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Victimisation occurs when an employee/worker suffers a 'detriment' because they have done (or because it is suspected that they have done or may do) one of the following things in good faith:

- Make an allegation of discrimination.
- Support a complaint of discrimination.
- Give evidence relating to a complaint about discrimination.

- Raise a grievance concerning equality or discrimination.
- Do anything else for the purposes of (or in connection with) the Equality Act, such as bringing an employment tribunal claim of discrimination.

Harassment Policy

Harassment pollutes the working environment and can have a devastating effect on the health, confidence, morale and performance of those affected by it. It may also have a damaging effect on other employees not themselves the object of unwanted behaviour who are witness to it or who have knowledge of the behaviour. All employees/workers are entitled to a working environment which respects their personal dignity, and which is free from such objectionable conduct. Harassment is a disciplinary offence and it will normally be treated as gross misconduct.

What is harassment?

Harassment is either:

- Unwanted conduct (whether verbal or not) which is of a sexual or racial nature, or other conduct based on someone's race or gender or marital status or disability or sexual orientation or religious or other philosophical belief or age which affects the dignity of men or women at work.
- Bullying of colleagues by intimidatory behavior.
- Unfavorable conduct at work, whether verbal or non-verbal, towards someone based on his/her race or gender or marital status or disability or sexual orientation or religious or other philosophical belief or age which could affect his/her dignity at work.

A single incident can amount to harassment if sufficiently grave. Examples of harassment include:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive material, e.g., Pin-ups.
- Repeated instances of minor harassment acts.
- Requests for sexual favours.
- Speculation about a person's private life and or sexual activities.
- Threatened or actual violence.
- Threat of dismissal, loss of promotion, etc. for refusal of sexual favours.

What is Bullying?

Bullying is defined as any form of physical or verbal attack and/or threat of such, or the abuse of position, in order to attack or undermine the confidence or ability of another, or to place another employee under unreasonable pressure or subjecting another to detrimental treatment, by either act or omission.

The following examples may constitute bullying:

- Jokes about a person being either too old or too young to do a job properly.
- Threats, abuse, teasing, gossip, or practical jokes.
- Name calling, banter, insults, or devaluing with reference to age or physical appearance.
- Humiliation and ridicule either in private, at meetings or in front of customers/clients.
- Setting impossible deadlines, imposing excessive workloads or excessive monitoring.

All employees/workers have a responsibility to help create and maintain a working environment that respects the dignity of employees/workers. You should be aware of the serious and genuine problems which harassment and bullying can cause and ensure that your behaviour is beyond question and could not be considered in any way to be harassment or bullying. No one should practise or encourage such behaviour and should make it clear to all concerned that you find it unacceptable.

Equal Pay Policy

The Company is committed to the principle of equal pay for men and women. In this context “pay” includes not only remuneration but also other benefits of employment such as promotion and training opportunities and access to facilities provided within the employment package from time to time.

We are committed to introducing and maintaining pay systems which are transparent, based on objective criteria and free from sex bias.

Women and men employed by us are entitled to equal pay if they are undertaking work which is substantially similar or is of equal value to the organisation unless there are specific and clear reasons unconnected with their sex which explain and justify any differential in pay. In some cases, individuals carrying out similar work may receive different salaries because of seniority, incremental points, qualifications and other such factors.

The Company encourages employees/workers to raise any query about their pay and its evaluation informally with their manager in the first instance. If their query is not resolved at this stage, the Company grievance procedure should be followed

Dignity at Work Policy

The Company aims to ensure that all its employees/workers have dignity at work. That means that there are some types of behaviour that are unacceptable which will include the following:

- Being offensive, abusive, malicious, insulting or intimidating to a fellow employee
- Engaging in unjustifiable criticism towards a fellow employee
- Imposing a punishment upon a fellow employee without reasonable justification
- Changing an employee’s duties or responsibilities to his or her detriment without reasonable justification.

Supporting Positive Mental Health

Life and work have become much busier in recent times. There seems to be too much to do and too little time to do it in. Consequently, more employees/workers are experiencing mental health issues at work. This may be stress, burnout, anxiety or depression. We wish to create an open and honest workplace where managers and employees/workers can discuss mental health issues, and to ensure the necessary support is known and offered to employees when needed.

Mental health issues at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable Company, we try to ensure that you are in a pleasant working environment and that you are as free from mental health issues as possible.

If you feel you are experiencing concerns regarding your mental health which you think may be caused by work, you should raise your concerns to your manager who will ascertain how you can be supported by the Company.

Managers, when performing risk assessments on the activities of their department, will pay special attention to potential risks and signs of mental health issues at work will be noted.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to make reasonable adjustments or reassign that person to other work for which the risks are assessed as tolerable.

Training

The Company is committed to training all employees/Workers about their rights and responsibilities under this Policy.

All managers are to ensure that all new employees/workers are made aware of this policy.

Supplying labour

The Company and its employees are strictly required to refuse requests or instructions from clients to discriminate against applicants on the basis of their age, disability or health, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex (gender), and, sexual orientation, union membership, or other status.

The Company shall respect cultural differences and traditions where relevant in the workplace and the workplace of our end user clients.

Complaints

You should support colleagues if they are experiencing any form of discrimination, harassment or bullying.

Anyone who suffers or witnesses any form of bullying, harassment, victimisation or discrimination has the right to complain about it and to have the complaint dealt with in accordance with this policy. No one who raises a grievance under this policy in good faith will suffer any adverse consequences as a result of having done so.

Non compliance

The Company will not tolerate processes, attitudes and behaviour that amounts to direct discrimination, associative discrimination, discrimination by perception or indirect discrimination including harassment, victimisation and bullying through prejudice, ignorance, thoughtlessness, and stereotyping.

Any employee/worker who is found to be in breach of this policy will be subject to the Company disciplinary procedure which may result in their dismissal on the grounds of gross misconduct without pay of notice.

Review

The Human Resources Department may review this policy from time to time and when required in line with legislative changes.