

This policy covers all individuals working at all levels and grades, including (but not limited to) officers, directors, employees, consultants, contractors, trainees, interns, home workers, part-time and fixed-term employees, casual workers and agency staff (collectively referred to as staff in this policy).

This policy is issued in accordance with the Equality Act 2010 and related legislation, including the Employment Rights Act 1996 and Human Rights Act 1998.

Our Commitment

We are committed to providing equal opportunities to our staff, eliminating discrimination and encouraging diversity amongst our workforce. We will not tolerate unlawful discrimination concerning job applicants, employees, workers or customers.

This policy is designed to ensure that employees understand their responsibilities and support the Company in implementing its commitment to equal opportunities and diversity.

We actively promote non-discriminatory behaviour. We will not tolerate any unlawful discrimination, and anyone found to be acting in such a way will face disciplinary action that could result in dismissal without notice for gross misconduct. Everyone is required to report any unlawful discrimination to a member of management.

We believe that treating people with dignity and respect is an integral part of realising equal opportunities and diversity. This policy should be read in conjunction with our harassment and bullying policy.

We require all suppliers, umbrella companies, and partners to adhere to equivalent equal-opportunity standards and may audit or remove suppliers who breach these principles.

We will investigate and act on any allegations of discrimination or harassment involving clients, suppliers, or workers on placement.

The victimisation of any person raising or supporting an equality-related concern is prohibited.

Our Aim

We aim to ensure that no job applicant, employee, worker or customer is discriminated against based on a protected characteristic. The following are protected characteristics:

- a) Age.
- b) Disability.
- c) Gender reassignment.
- d) Marriage and civil partnership.
- e) Pregnancy and maternity.
- f) Race (including colour, nationality, and ethnic or national origin).
- g) Religion or belief.
- h) Sex.
- i) Sexual orientation.

Positive Action

Where permitted by law, the Company may take proportionate positive action to address under-representation or disadvantage experienced by individuals sharing a protected characteristic, in accordance with sections 158 and 159 of the Equality Act 2010. Any such action will be applied fairly and transparently and will not result in unlawful discrimination.

In addition, we aim to ensure that no job applicant, employee or worker is treated less favourably or placed at a disadvantage on the grounds of their part-time status or trade union activities.

This applies in the advertisement of jobs, recruitment, appointment, provision of benefits, allocation of training, promotion, disciplinary proceedings, dismissal, conditions of work, pay, giving a reference and every other aspect of employment.

Types of Unlawful Discrimination

The different types of discrimination are generally defined as follows:

- a) Direct discrimination: where a person is treated less favourably than another because of a protected characteristic.
Example: Rejecting a candidate because they are pregnant or because of their ethnicity.
- b) Indirect discrimination: where a provision, criterion or practice is applied that is to the detriment of people who share a protected characteristic when compared with people who do not and is not a proportionate means of achieving a legitimate aim.
Example: Requiring all workers to work late evenings, which disadvantages employees with childcare responsibilities (typically women).
- c) Harassment: where there is unwanted conduct in relation to a protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment, regardless of the intention of the perpetrator.
Example: Making jokes about someone's disability or mocking their accent.
- d) Associative discrimination: where a person is directly discriminated against because of their association with another person who has a protected characteristic.
Example: Not progressing an applicant because they care for a disabled family member.
- e) Perceptive discrimination: where a person is directly discriminated against or harassed based on a perception that they have a protected characteristic, even though they do not.
Example: Excluding a candidate because the recruiter assumes they are gay.
- f) Victimisation: where a person is subjected to a detriment because they have supported or raised a complaint under the Equality Act 2010 or are suspected of doing so.
Example: Not offering shifts to a worker after they acted as a witness in a discrimination complaint.

Recruitment and Selection

Our objective is to recruit staff who are best able and qualified to perform the required or anticipated tasks. All advertisements will be written in inclusive language and will not place unfair restrictions or requirements on any group, nor request qualifications that are not necessary for effective job performance.

We assess all applications using objective criteria, such as qualifications, experience, and the ability to perform the job. Person specifications and job descriptions will only include requirements that are essential for the role. Reasonable adjustments will be offered to applicants with disabilities throughout the recruitment and selection process.

As a recruitment business, we also ensure that candidates are sourced, assessed and presented fairly, based solely on merit. We will not act on discriminatory instructions from clients and will challenge any job requirements that could unlawfully exclude applicants based on protected characteristics. We will support reasonable adjustments during client interviews and onboarding and take reasonable steps to ensure that clients uphold equality standards during the hiring process.

Selection processes are designed to measure suitability for the position and are regularly reviewed to ensure fairness, consistency and equality of opportunity. We are required by law to ensure that all employees are entitled to work in the UK. Assumptions about immigration status should not be made based on appearance or nationality, and all prospective employees must provide original documents (such as a passport) before commencing employment.

We will ensure reasonable adjustments are offered to candidates throughout the recruitment process, including interviews, assessments, onboarding and workplace placements.

Staff Training and Promotion

All employees will be given equal opportunities and encouraged to progress within the Company.

We are committed to maintaining high standards of training and personal development strictly in the context of this policy on equal opportunities. Training will not be refused on an unlawful basis.

Promotion and advancement will be made based on merit, and all decisions related to this will be made within the overall framework and principles of this policy.

Equal opportunities and diversity training will be provided to all new employees as part of the induction process. Managers will receive training on equality and diversity in recruitment, selection, training, promotion, discipline, and dismissal.

Discipline and Dismissal

We aim to ensure that there is no discrimination in our disciplinary or redundancy processes and will examine our procedures and criteria to ensure that discrimination does not occur. The Company will regularly monitor the decisions being made.

Monitoring Diversity

We will maintain employment records for all employees and may review them periodically to monitor the effectiveness of this policy.

Monitoring may involve:

- a) Collecting and classifying information in relation to, for example, race, gender, disability and age of applicants and current employees.
- b) Examining, for example, race, sex, disability and age of the distribution of employees and the success rate of the applicants.

- c) Reviewing recruitment, training and promotional records of employees, the decisions reached and the reasons for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of implementing this policy, and adjustments will be made to the policy as necessary.

Data Protection

Any equality monitoring information will be collected, processed and stored in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Such data will be treated as confidential, used solely for the purposes of monitoring equality and diversity, and will not be used to make decisions about individuals.

This Policy and Employees

You are required to assist the Company in meeting its commitment under this policy and to avoid unlawful discrimination. Failure to do so may lead to disciplinary action, and serious acts of discrimination will lead to dismissal without notice for gross misconduct. Some serious acts of harassment may constitute a criminal offence.

If you feel or consider that you have been treated less favourably or placed at a disadvantage based on the above, please inform your line manager or, if the complaint relates to your line manager, their line manager, so that the issue can be investigated and resolved. All complaints concerning discrimination will be thoroughly and sensitively investigated.

We will take any complaint made under this policy seriously and assure you that you will not be penalised for raising a complaint, even if your complaint is not upheld, unless your complaint is both untrue and made in bad faith.

If you are disabled or become disabled under the Equality Act, we encourage you to let your line manager know so that reasonable adjustments can be considered.

Review

This policy, along with its procedures and criteria, will be regularly examined and reviewed by us. Changes to those procedures and criteria will be made where they are found to be or are potentially unlawfully discriminatory.

Commitment made by:



Paul Smith
Managing Director
12TH January 2026