

# Equal Opportunities & Diversity Policy

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## Overview

Equal Opportunities are a core standard at iHasco. The Company believes that through the implementation of sustainable Equal Opportunities strategies, we can deliver growth to the business by ensuring that the most suitable person fulfils each job, regardless of (and not limited to) age, disability, gender, gender reassignment, marriage and civil partnership status, pregnancy, ethnic or national origin, religion or belief, sex or sexual orientation. In this regard, iHasco is committed to ensuring equal opportunities in employment and where possible, reflect the community it serves. The Company accepts that it is vital to take action to eliminate all forms of discrimination.

## Equal opportunities in employment

iHasco will endeavour, at all times, to employ the individual most suitable for each job. The Company is committed to ensuring that there is equality in the provision of opportunities within employment by having good channels of communication and consultation, workable measures and review processes, and a clear value system based on respect.

## Implementation of the policy

The Company is committed to the following actions in order to fulfil this policy:

- The Company will seek to ensure equality in the provision of opportunity to, and in the treatment of, all its employees, agents, suppliers and customers
- The Company will be mindful of its commitment to equality in the provision of opportunity, when employing contractors and other agencies

It is a condition of service that all employees adhere to this policy. Failure to do so may be cause for disciplinary procedures to be invoked which could result in action being taken, up to and including dismissal (summary or otherwise). Summary dismissal means instant dismissal without notice or pay in lieu of notice.

## Employee Responsibility

Each employee has a responsibility to ensure we achieve our equality objectives. The success of Equal Opportunities depends on everyone treating each other with respect and dignity. This means respecting colleagues for their contribution to the success of the Company and being sensitive to the differing beliefs and outlooks of individuals.

Managers have particular responsibility for addressing and eliminating any situation involving discrimination, victimisation or harassment. They are also encouraged to ensure that the potential of employees under their management is maximised.

## Discrimination

The Company will regularly review its practices and procedures to ensure that they do not discriminate - whether directly or indirectly - on any unlawful ground, including but not limited to age, disability, gender reassignment, marriage and civil partnership status, pregnancy, ethnic or national origin, religion or belief, sex or sexual orientation.

It is recognised that discrimination can take different forms; examples include:

### Direct Discrimination

Direct discrimination is treating one person less favourably than another, solely because of, for example, their race or gender. An example would be refusing to employ somebody because they have a disability unrelated to the requirements of the job.

### Indirect Discrimination

Indirect discrimination is creating a condition or requirement of employment which cannot be justified, that prevents people from certain groups from getting a job. An example would be specifying that job applicants need experience and/or qualifications which are not needed to carry out the duties of the post.

### Harassment

Harassment is where an employee or group of employees is harassed or abused because of, for example, their race or sex. This would result in less favourable treatment by creating

a working environment that's likely to have a detrimental effect on the work and wellbeing of employees.

### Victimisation

Victimisation is when an employer, or someone in the employment of the Company, acts against an employee in retaliation for involvement in making, or supporting, a complaint of discrimination or other formal proceedings.

An example of this would be a refusal to promote an employee because he or she had started a grievance procedure, or because they had given evidence against the employer at a tribunal.

## Recruitment

In order to meet the requirements of this policy, job vacancies will be advertised in such a way that they will not discourage disadvantaged groups from applying for the positions.

When recruiting employees or agents, specific qualifications or experience will only be a prerequisite where they are genuinely necessary to do the job.

## Training

Training will be given, where required, to all staff involved in recruitment to ensure they understand and apply this policy.

Where necessary, employees and agents will receive the policy and any training necessary to ensure they understand all aspects of it.

## Working environment

Wherever possible, suitable access for employees with disabilities will be provided throughout all workplaces, along with a programme of improvements to ensure existing arrangements are improved, where necessary.

Where possible, reasonable adjustments to accommodate the special needs of employees with disabilities will be met, including providing adapted equipment and changes of working methods to help meet their needs.

The Company must be able to provide high quality services to its customers at all times. With this in mind, changes to working arrangements may only be considered (with agreement from the company) if an employee has a change in personal circumstances, or if it concerns their responsibility for any dependants.

The Company will ensure that an inclusive working environment is created for all employees so as to prevent the occurrence of any direct or indirect discriminatory working practices. Where appropriate, managers will receive specialised training to ensure that they are able to meet these aims.

## Discrimination and harassment

Discrimination and harassment are considered to be a breach of iHasco's values and may result in action being taken up to - and including - summary dismissal, in line with the Company disciplinary policy.

Training will be made available to staff and managers to enable them to identify and deal appropriately with all forms of discrimination and harassment. When brought to the attention of the Company, steps will be taken to prevent individuals from breaking this policy. Employees who believe that they are suffering from harassment, if they are unable to resolve the situation informally, may invoke the Company's Anti Bullying and Harassment Policy.

Employees who consider they are being discriminated against are encouraged to attempt to resolve the matter informally. However, when this is not successful, they should use the Company's grievance policy and speak to their line manager or a more senior manager where necessary.

Company literature, both internal and external, will not contain any form of discriminatory language.

The Company will not tolerate the discrimination, harassment or victimisation of its employees by other staff, customers, contractors or members of the public in any circumstances and will warn and take appropriate legal or disciplinary action against the perpetrators. Furthermore, the Company will take action to prevent victimisation, discrimination and harassment within the workplace.

## Monitoring

The composition of the workplace may be monitored in terms of ethnic origin, gender and disability, to measure the effectiveness of Equal Opportunities policies and procedures.

Applicants for jobs may be monitored to assess the effectiveness of recruitment practices. Any data recorded will be requested and maintained confidentially, in accordance with relevant European and country-specific legislation.

*Please note:*

*This policy does not form part of employees' terms and conditions of employment and may be varied from time to time in accordance with business and legislative requirements.*