



Diversity and Inclusion is crucial to the success and reputation of our company, our clients and our candidates. We support equal opportunities in employment and oppose all forms of unlawful or unfair discrimination on the grounds of gender, age, ethnic or national origin, religion, sexual orientation or disability.

Our staff and candidates represent our commitment to diversity and inclusion. We have individuals from all age groups, gender, BAME, LGBT and disability.

We believe our approach to diversity and inclusion enriches our internal and external relationships, as well as enhancing the knowledge and experience we deliver to our clients' recruitment requirements.

Since inception we have promoted equality, diversity and inclusion for all ages, colours, race, ethnic or national origins, sexual orientation, marital and parental status, physical impairment, disability and religious belief. As previously mentioned, our staff and candidates represent our commitment to diversity and inclusion. We have individuals from all age groups, gender, BAME, LGBT and disability.

Our Diversity and Inclusion policy is specific to our workplace and is monitored and managed by our Directors. Our policy includes our philosophy on diversity, which includes the necessity for our team to reflect on community and inclusion of people of different abilities, ages, genders, ethnicities and backgrounds.

## >>Our recognition of employ diversity and inclusion in our workplace

We recognise that our company is incredibly diverse. We all have different backgrounds and we all bring something different to the working environment. For example:

### **Ability, aptitude or disability**

People may have a basic education or be highly qualified

People may have a physical or cognitive disability

Some people may be more suited to a particular job role than others based on their skills, ambitions and aptitudes

### **Age**

We may employ people of all ages, from young people straight from high school to mature age people in their 60s or 70s.

### **Personality**

A diverse workforce has people with a range of different qualities, such as people who are outgoing, shy, cheerful, quiet, talkative or imaginative and more.

### **Marital status or family arrangements**

Staff may be married, not married, in a de facto relationship or separated. They may be a single parent, have children or have no children.

## >>Day to Day awareness: Diversity and Inclusion legislation policy

When applying our diversity and inclusion policy in the workplace, all staff are made aware of how to proactively comply with our Diversity and Inclusion policy and how to avoid noncompliance.

Including but not limited to:

### **Age**

Age must not be a consideration when hiring staff. Discrimination on the basis of age may include hiring only younger people or not employing younger workers even though they have the required skills to perform the work.

### **Ability, aptitude or disability**

Employment should be offered on the basis of a person's ability to carry out the job.

### **Personality**

Employees must only be hired based on their ability to do the job. We do not discriminate based on personality (for example, 'She's too outgoing to be a manager' is a form of discrimination).

### **Culture**

We celebrate important cultural events in the workplace and promote employees to dress according to their traditions as long as this does not breach safety laws or dress codes.

We promote cultural inclusion by allowing staff to attend cultural or religious festivals and ceremonies if suitable notice is provided.

### Language

We provide translation services if required for important notices e.g. safety requirements

### Ethnicity and race

Staff must be hired, promoted, trained and rewarded based on merit, regardless of ethnicity.

A person's race is not an issue when hiring staff, promoting staff or in the workplace overall.

### >>Implementing our Diversity and Inclusion policy

- Observe staff in their day-to-day interactions with others
- Check that procedures for recruiting and promoting staff are being followed
- Identify the number and types of complaints being made in relation to harassment and discrimination
- Discuss diversity and inclusion at performance appraisal sessions to confirm understanding.
- Check that recommended changes are being implemented
- Ask a colleague for advice on how to approach a client or customer from the same cultural background
- Learn how to say 'hello' in community languages and use this to greet colleagues who speak these languages
- Speak up when someone tells a joke or makes a comment that appears derogatory based on specific human qualities such as age, gender, race or sexuality
- Scan for any indirect discrimination and exclusion. e.g. if a staff member accidentally excludes some members of staff on the basis of specific qualities or characteristics

### >>Measuring our ongoing success

Responses of staff from observation and interviews shows us the levels of understanding and acceptance of the policy.

Regularly completing staff profiles with respect to age, gender, ethnicity and so on can show the diversity of our workforce and whether it is more or less diverse than previously.

Anonymous satisfaction survey can reveal any problems that have previously been unreported.

### >>Managing our Diversity and Inclusion policy

#### Strategies for consultation and review

- Open informal forums that encourage input, debate and an exchange of ideas and views
- Arranging for staff to visit other workplaces to research best practice
- Surveys or questionnaires completed by staff, managers and Directors
- Interviews with relevant stakeholders
- A suggestion box for anonymous comments and suggestions related to diversity and inclusion policy implementation
- Role-plays that challenge staff members to manage situations involving potential incidents of non-compliance with the diversity and inclusion policy

### Reviewing our policy

At regular intervals, we will review our Diversity and Inclusion policy including:

- revising the wording of the policy to eliminate complex language
- conducting regular diversity and inclusion discussions with staff
- making the policy more visible as needed throughout the organisation
- promoting the organisation's diversity and inclusion policy within local businesses and community

### >>Fostering Adoption of our Diversity and Inclusion policy

#### Strategies to promote positive interactions

- Use inclusive language that recognises a person's worth. Avoid remarks that are demeaning, such as referring to women as 'dear'.
- Use plain English when speaking and writing.
- Be aware of a person's physical and mental limitations, but do not assume that a person needs to be treated differently because of a physical or intellectual disability.
- Acknowledge the experience and skills that older people bring to the workplace.
- Develop a professional rapport with colleagues and customers.
- Be aware of different learning styles and adapt your interactions to accommodate the ways other people like to work.
- Show genuine interest in other people's beliefs. Listen actively and ask clarifying questions.
- Respect people's traditions such as bowing when greeting, having sufficient personal space when speaking and addressing people in certain ways.

#### Manage diversity and inclusion in the workplace

- Interviews and selection of candidates
- During the interview process, discrimination against applicants (either intentionally or unintentionally) is unacceptable. All staff understand diversity, inclusion, equal employment opportunity and anti-discrimination principles, as well as associated legislation and their legal obligations.
- How to interview and select staff in an equitable way

#### Grievance management

- Upon employment, all staff are informed how to make a complaint about alleged discrimination, harassment or bullying. Managers and HR team members are fully aware of our grievance and dispute handling procedures
- Training also includes how to identify grievances before they are formally lodged

#### Recruitment and selection

- Recruitment and selection training emphasises the need for non-discriminatory practices during both internal and external recruitment and selection process
- Strategies to avoid indirect and direct discrimination in recruitment and selection should be advised at all times.

### Ongoing Training

Our Ongoing training sessions allow our staff to share ideas and thoughts, introduce new ideas and provide new perspectives. We offer ongoing awareness and training sessions to update all staff and stakeholders.

#### >>Promote the benefits of diversity and inclusion

##### **Staff meetings**

Arrange for staff other than managers to chair staff meetings so a diverse range of staff are given a high profile within our organisation.

##### **Staff updates**

Staff updates can be used to celebrate achievements associated with diversity and inclusion, such as an employee's return to work after maternity leave or a male staff member going part-time to be at home with young children.

##### **Wall posters in common areas**

Before posting on noticeboards, we ensure translation of posters providing safety, quality and other important information into relevant community languages or develop them so we address different learning styles and abilities.

##### **Induction materials**

Induction materials can explain the diversity policy and associated procedures, and can include a component that provides training in cultural awareness.

##### **Organisational website**

The organisation's website or intranet may be used to showcase events within the organisation that promote diversity, such as a morning tea to celebrate a culturally important event.

#### >>Ongoing Management of Diversity and Inclusion in the workplace

All of our team undertake training sessions to include regular awareness and discussion on ensuring our workplace is diverse and fully inclusive.

1. Whenever the opportunity arises, managers should help promote our workforce diversity and inclusion policy in both internal and external forums
2. Internal forums for promoting our workforce diversity and inclusion includes staff meetings, management meetings, induction material, our internal communications and the website
3. External forums for promotion include conferences and seminars, professional networks, press releases, trade journals and awards
4. We will always work hard to capture how we utilise all employees' skills, ideas and abilities, to enhance our services, and to add to our reputation and competitive advantage
5. Adapting and Listening. Our staff come from considerably diverse backgrounds. We ensure that all suggestions and information provide is heard in order to improve our services
6. Managers have a responsibility to implement, support and promote our efforts to value diversity and inclusion in the workplace

**Please contact us on 020 7870 7177 for more information.**