

Equality, Diversity & Inclusion Policy

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1. Introduction

We promote a working environment in which diversity is recognised, valued, and encouraged. We acknowledge the multi-cultural and diverse nature of the UK workforce and society in general and are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. It is, therefore, your responsibility to make sure you observe and adhere to this policy at all times. We view any breach seriously. We **will** investigate and potentially take disciplinary action. This may include dismissal in instances we consider gross misconduct.

We recognise that discrimination in the workplace in any form is unacceptable and in most cases unlawful. Our policy seeks to ensure job applicants and employees are treated fairly and without favour or prejudice and we are committed to applying this throughout all areas of employment. This includes recruitment and selection, training and development, benefits, rewards, and promotion, dealing with grievances and disciplinary issues.

Our policy complies with current legislation, and we review it regularly and will update it if the law changes. However, we recognise that equality of opportunity is best achieved by day to day commitment throughout the organisation. We offer support and training where necessary to achieve and maintain this.

2. Statement of Equality

QuestGates is fully committed to the principles and practices of Equal Opportunities in Employment. The Company's policy on equal opportunities is set down and there are formal procedures to exclude discrimination from the workplace. There is an expectation on each individual employee to do everything they can to change or remove attitudes and assumptions that discriminate against other people.

3. Training and Development

Opportunities for further development and promotion within QuestGates are available. The Company ensures that performance management, based on a documented cycle of reviews and appraisals, covers training which is specific to the job and a performance plan which is tailored to the needs of the individual member of staff. Progression within the Company is encouraged, and such progression will be achieved on your own merits. The appraisal process follows clear criteria, ensuring that discrimination does not occur.

4. Recruitment

The selection methods we use for recruitment are related to the requirements of the job. We do not seek irrelevant qualifications, experience, or skills. Applicants for employment are short-listed/selected solely on the basis of their assessed capability for the role.

In the event of a position being vacant and requiring internal/external advertisement, careful planning will precede the placement of advertisements for that vacancy, ensuring that the opportunity is made accessible to as many people as possible.

During interviews and any formal selection process, we follow standard procedures, in order to prevent discrimination from taking place.

5. Your Responsibility

Each and every one of us is a stakeholder in the success of this policy. We expect you to make a positive contribution towards maintaining an environment of equal opportunity throughout the organisation. Please make sure you observe this policy at all times. In particular, you have individual responsibility to adopt the following:-

- Do not take unlawful discriminatory actions or decisions contrary to the spirit of this policy.
- Do not discriminate against, harass, abuse, or intimidate anyone on account of their protected characteristics.
- Do not place pressure on any other employee to act in a discriminatory manner.
- Resist pressure to discriminate placed on you by others and report such approaches to an appropriate manager.
- Co-operate when we investigate, including providing evidence of conduct which may amount to discrimination.
- Co-operate with any measures introduced to develop or monitor equal opportunity.

Discrimination is not just treating one person less favourably than another. It can take place because:-

- Someone *associates* with a person with a protected characteristic.
- Someone is *believed to possess* a protected characteristic (even though they don't).
- Something *particularly disadvantages* people who share a protected characteristic more than others.

We expect you to treat, and be treated by, other employees and the people our organisation deals with considerately and with respect.

If you feel subject to discrimination, make clear to the individual concerned that you find it unacceptable. Person-to-person discussion at an early stage may be enough to resolve it without involving anyone else. Alternately, seek the help of a trusted colleague and ask them to approach whoever has caused you offence.

If the behaviour continues, or you consider an instance to be particularly serious, please implement the grievance procedure. We assure you that grievances will be dealt with promptly and in a discrete and caring manner.

Should you feel an individual grievance is not appropriate to the situation, you may consider using our confidential reporting procedure.

6. Modern Slavery Act 2015

Our Modern Slavery Act 2015 statement reads:

“QuestGates Limited who provides loss adjusting services hereby confirms that it does not support or deal with any business knowingly involved in slavery or human trafficking and that our own business operations are and will continue to remain human trafficking and slavery free.”