

Equal Opportunities, Diversity & Inclusion Policy

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Owner: Greg Laker



QuestGates



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FORENSIC ACCOUNTANTS
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Investor in Customers®
Gold 2025

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1. Introduction

We promote a working environment where diversity is recognised, valued, and encouraged. We acknowledge the multicultural and diverse nature of the UK workforce and society and are committed to principles of fairness and mutual respect, with everyone accepting individual responsibility. It is your responsibility to always observe and adhere to this policy. Any breach will be taken seriously, investigated, and may result in disciplinary action, including dismissal for gross misconduct.

We recognise that discrimination in any form in the workplace is unacceptable and, in most cases, unlawful. Our policy ensures that job applicants and employees are treated fairly, without favour or prejudice, across all areas of employment, including recruitment, selection, training, development, benefits, rewards, promotion, and handling grievances and disciplinary matters.

This policy complies with current legislation and is regularly reviewed and updated as laws evolve. We believe that equality of opportunity is best achieved through ongoing commitment at every level of the organisation. Support and training are provided where necessary to uphold this.

2. Statement of Equality

QuestGates is fully committed to the principles and practices of Equal Opportunities in Employment. Our equal opportunities policy is clearly defined, supported by formal procedures to prevent discrimination. Each employee is expected to actively challenge and remove discriminatory attitudes and assumptions.

3. Training and Development

QuestGates offers opportunities for development and promotion. Performance management, based on documented reviews and appraisals, includes job-specific training and individualised performance plans. Progression within the company is promoted, and encouraged, and such progression is based solely on merit. The appraisal process follows clear criteria to ensure fairness and prevent discrimination.

4. Recruitment

Recruitment selection methods relate solely to job requirements. We do not seek irrelevant qualifications, experience, or skills. Applicants are shortlisted and selected based only on their assessed suitability for the role.

All roles are advertised internally to ensure we offer a fair opportunity to promote from within. When vacancies arise, advertisements are carefully planned to reach as broad an audience as possible.

Standardised interview and selection procedures are followed to prevent discrimination.

5. Your Responsibility

Everyone is a stakeholder in the success of this policy. We expect you to contribute positively to maintaining an environment of equal opportunity. You must:

- Avoid unlawful discriminatory actions or decisions that contradict this policy.
- Not discriminate against, harass, abuse, or intimidate anyone based on protected characteristics.
- Not pressure others to act in a discriminatory way.
- Resist discriminatory pressure and report it to an appropriate manager.
- Cooperate fully in investigations related to discrimination, including providing relevant evidence.
- Support measures designed to develop and monitor equal opportunity.

Discrimination includes treating someone less favourably because of their association with, or perceived possession of, a protected characteristic, or through practices that disproportionately disadvantage people sharing such characteristics. 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.

Treat all colleagues and stakeholders with respect and consideration.

If you experience discrimination, communicate clearly to the individual that the behaviour is unacceptable. Early, direct discussion may resolve issues without further escalation. If not, seek help from a trusted colleague or follow the grievance procedure. Grievances will be handled promptly, discreetly, and compassionately.

If a formal grievance is unsuitable, you may use our confidential reporting procedure via the HR Team.

6. Modern Slavery Statement

This statement applies to The QuestGates Group for the financial year July 2025 to June 2026.

QuestGates Group is the UK's largest independent claims management and loss adjusting organisation, structured across multiple specialised subsidiaries, including Hyperion Adjusters, Structural Surveys and Design, Ramsay McMichael, QGLaw, Brownsword, and Topping's.

Through strategic expansion and acquisitions (e.g., TSS, Keating's, Rossiter's), the Group operates 15 offices across England, Scotland, and Ireland, ensuring broad accessibility. We also partner with VRS Adjusters, granting access to expertise across 300 offices in 140 countries.

The Group is organised into four key operational divisions: Loss Adjusting, Claims Management, Building Consultancy, and Legal Services, supported by central functions. Our values, passion, trust, flexibility, and unity guide our service philosophy.

Led by an experienced Board of Directors, QuestGates is recognised for attracting and nurturing industry talent. We have earned prestigious awards, including Insurance Times Claims Excellence Awards – Excellence in Customer Care (2025) and Modern Claims Awards – Outstanding Commitment to Training and Apprenticeships (2025). We also hold Gold standard status in Investors in Customer.

Our mission is to provide specialist claims-related services focused on clients, customers, and teams, delivering outstanding service supported by innovative digital solutions.

As part of our corporate social responsibility, we hold several accreditations, including commitments to mental health at work, the Prince's Responsible Business Network, Payroll Giving, the 2024 Top Insurance Employer award, and alignment with the Good Business Charter.

QuestGates Group actively manages its economic, social, and environmental impact, aiming for Net-Zero emissions across all scopes by 2040 through digitalisation, supplier engagement, innovative building techniques, and waste reduction.

We define modern slavery as including:

- Human trafficking
- Forced work via mental or physical threat
- Being controlled or owned by an employer through abuse or threat
- Dehumanisation or being treated as property
- Physical restraint or restriction of freedom of movement

We acknowledge our responsibility to combat modern slavery and comply with the Modern Slavery Act 2015. This includes ongoing reviews of internal labour practices and supply chains.

We will not conduct business with any organisation knowingly involved in slavery, servitude, or forced labour.

All labour provided is obtained in compliance with relevant employment legislation in the UK, Scotland, and Ireland, often exceeding legal minimums.

Our main supply chains involve office maintenance, stationery, and equipment. Many suppliers are intermediaries with further subcontractors.

We identify our main slavery risks in purchasing goods, due to multi-tiered supply chains, reliance on low-cost materials, and suppliers in regions with weaker labour protections.

To mitigate risk, we:

- Conduct regular risk assessments and audits
- Build transparent supplier relationships
- Enforce stringent supplier codes of conduct
- Collaborate with industry stakeholders to promote fair labour practices

Overall, our exposure to modern slavery risk is limited, but we remain vigilant to prevent it within our business and supply chains.

To date, we have not engaged with any organisation involved in modern slavery. Per Section 54(4) of the Modern Slavery Act 2015, we have:

- Reviewed supplier contracts to include termination rights for suspected involvement in modern slavery
- Implemented measures to identify and assess supply chain risks
- Embedded a zero-tolerance policy on modern slavery

These steps, alongside KPIs, provide a comprehensive overview of our efforts to prevent modern slavery.

David Nicholls serves as our Modern Slavery Compliance Officer, handling all related concerns.

This statement is made pursuant to Section 54(1) of the Modern Slavery Act 2015 and will be reviewed annually.

8. Related Policies

All the related policies can be found on the business intranet page.

<https://qg-intranet.questgates.co.uk/Pages/PolicyHub.aspx>

- Code of Conduct Policy
- Corporate and Social Responsibility Policy
- Dignity at Work Policy
- Environmental and Sustainability Policy
- Recruitment Policy
- Neurodiversity Policy