

UK&I Diversity, Inclusion & Belonging Policy

Date: December 2024

PURPOSE

This policy sets out our approach to Diversity, Inclusion and Belonging. Our aim is to encourage and support Diversity, Inclusion and Belonging and actively promote a culture that values difference and eliminates discrimination in our workplace.

SCOPE

This policy applies to all Placemakers, officers, consultants, contractors, volunteers, interns, casual workers and agency workers.

It applies to all aspects of employment with us, including recruitment, pay, benefits and conditions, flexible working and leave, training, appraisals, promotion, conduct at work, disciplinary and grievance procedures, and termination of employment.

POLICY STATEMENT

We are committed to promoting equal opportunities in employment and creating a workplace culture in which diversity and inclusion is valued and everyone is treated with dignity and respect. As part of our zero-tolerance approach to discrimination in any form, you and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex, or sexual orientation (**Protected Characteristics**). We are also committed to providing equitable treatment to all those we deal with as an organisation, including customers and suppliers.

DIVERSITY AND INCLUSION TRAINING

Managers will be given appropriate training on recognising and avoiding discrimination, harassment, and victimisation, and promoting equality of opportunity and diversity in the areas of recruitment, development, and promotion.

DISCRIMINATION

You must not unlawfully discriminate against or harass anyone; this applies at all times. Notwithstanding this, Placemakers are reminded that whilst they are employed by ISS, they are representing the Company and should behave in accordance with the Code of Conduct.

The following forms of discrimination are prohibited under this policy and are unlawful:

- **Direct discrimination:** treating someone less favourably because of a Protected Characteristic. For example, rejecting a job applicant because of their religious views or because they are gay.

ISS Classification - **Restricted - Internal**

PEOPLE MAKE PLACES

WARNING – Printed versions may be out of date. It is the responsibility of the user to verify that this copy is of the latest revision.

Page 1 of 4

Doc Ref: ISS-1000-POL-2804

Version: 1.0



- (a) **Indirect discrimination:** a provision, criterion or practice that applies to everyone but adversely affects people with a particular Protected Characteristic more than others and is not justified. For example, requiring a job to be done full-time rather than part-time would adversely affect women because they generally have greater childcare commitments than men. Such a requirement would be discriminatory unless it can be justified.
- **Harassment:** is unwanted conduct related to a Protected Characteristic or that is sexual in nature, which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.
- (b) **Victimisation:** retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment. This includes where someone mistakenly believes that the person victimised has done so.
- (c) **Disability discrimination:** this includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

RECRUITMENT AND SELECTION

Recruitment, promotion, and other selection exercises such as redundancy selection will be conducted based on merit, against objective criteria that avoid discrimination. When recruiting or promoting, we will aim to take steps to improve the diversity of our workforce and provide equality of opportunity. Shortlisting and interviewing should be done by more than one person where possible. Our recruitment procedures will be reviewed regularly to ensure that individuals are objectively assessed based on their relevant merits and abilities.

Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying. They should include a short policy statement on equal opportunities and the employer's commitment to Diversity, Inclusion and Belonging in the workplace and ensure that a copy of this policy will be made available on request.

Job applicants should not be asked questions which might suggest an intention to discriminate on grounds of a Protected Characteristic. For example, applicants should not be asked whether they are pregnant or planning to have children.

Job applicants should not be asked about health or disability before a job offer is made, except in the very limited circumstances allowed by law: for example, to check that the applicant could perform an intrinsic part of the job (taking account of any reasonable adjustments), or to see if any adjustments might be needed at interview because of a disability. Where necessary, job offers can be made conditional on a satisfactory medical check. Health or disability questions may be included in equal opportunities monitoring forms, which must not be used for selection or decision-making purposes.

ISS Classification - **Restricted - Internal**

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 apparent nationality. All prospective employees, regardless of nationality, must be able to produce original documents (such as a passport) before employment starts, to satisfy current immigration legislation. The list of acceptable documents is available from the People & Culture Department or UK Visas and Immigration.

DISABILITIES

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

PART-TIME AND FIXED-TERM WORK

Part-time and fixed-term Placemakers should be treated the same as comparable full-time or permanent Placemakers and receive no less favourable terms and conditions (on a pro-rata basis where appropriate).

BREACHES OF THIS POLICY

We take a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Policy and Procedure, available on SharePoint. Serious cases of deliberate discrimination and victimisation may amount to gross misconduct resulting in dismissal.

If you believe that you have suffered harassment, bullying or discrimination, or witnessed it happening to someone else in the workplace, you can raise the matter through the Grievance Procedure or through Speak Up, available on SharePoint. Complaints will be treated in confidence and investigated as appropriate.

There must be no victimisation or retaliation against staff who complain about or report discrimination. If you believe you have been victimised for making a complaint or report of discrimination or have witnessed it happening to someone else in the workplace, you should raise this through the Grievance Procedure or through Speak Up, available on SharePoint.

We encourage the reporting of all types of potential discrimination, as this assists us in ensuring that diversity, inclusion and belonging principles are adhered to in the workplace. However, making a false allegation in bad faith, or that you know to be untrue, will be treated as misconduct and dealt with under our Disciplinary Policy and Procedure, available on SharePoint.

This policy does not form part of any contract of employment or other contract to provide services, and we may amend it at any time.

DEFINITIONS

Placemaker - A Placemaker is defined as any employee of the Company.

REFERENCES

ISS Code of Conduct

Disciplinary Procedure

Disciplinary Policy

Grievance Procedure

CHANGE LOG

Date of Change	Author of Changes - Name and a Job Title	Short Summary of Changes
December 2024	P&C Operations Director	Updated to reflect OneISS Way document formatting & updated legislation where applicable

ISS Classification - **Restricted - Internal**

PEOPLE MAKE PLACES

WARNING – Printed versions may be out of date. It is the responsibility of the user to verify that this copy is of the latest revision.

Page **4** of **4**

Doc Ref: ISS-1000-POL-2804

Version: 1.0

