

Equality, **D**iversity and **I**nclusion (**EDI**) **P**olicy

Introduction

Hinds Building Services is committed to excellence in all forms, and this is highly evident in our approaches to equality, diversity and inclusion. It is critically important that our workforce reflects the diversity of our customer base and the communities in which we operate. Our commitment to diversity underpins all of our dealings including recruitment, and business affairs with sub-contractors, clients, suppliers and stakeholders.

We value our client's insight and therefore proactively seek their views on all aspects of our service. We hope that through our process, our clients feel valued. Through understanding their needs, we hope to provide an exceptionally high client experience. In line with these values and the Equality Act 2000, we are committed to providing equality of opportunity for our clients, irrespective of protected characteristics. This commitment is extended to those within our employment as we will also not discriminate on the basis of caring responsibilities, working patterns or trade union memberships. All employees are valued and should have equal opportunity for career development.

The terms of this policy are to be collectively implemented by all staff. Staff is intended to include all individuals irrespective of seniority, tenure and working hours. This would include all employees, directors and officers, consultants and contractors, casual or agency staff, trainees or fixed term staff and any volunteers or interns.

Vision

To positively and proactively support equality, diversity and inclusion in all of its processes while providing an unrivalled employee, client and stakeholder experience by way of an integrated approach which is committed to developing, maintaining and supporting a culture of equality, diversity and inclusion in its workforce

Equal Opportunity

Our policy of equal opportunity is to be reflected in all aspects of the working relationship, including but not limited to, recruitment and selection procedures, terms of employment; including pay, conditions and benefits; career development and promotion; work practices, conduct issues, allocation of tasks, discipline and grievances; work-related social events; and termination of employment and matters after termination, including references.

Equality in Recruitment

Our goal is to find the passionate, driven applicants who are determined to provide an unrivalled building services experience. All of our recruitment processes seek to attract people from diverse backgrounds to join our company, while attracting them to a safe and supportive environment in which employees, at all stages, can act innovatively within their respective roles. This is equally applicable to any training schemes or apprenticeships that we offer.

Equality in Remuneration

Each employee or sub-contractor should be appropriately remunerated for the work which has been completed. Therefore, all remuneration, benefits, terms and promotion processes (where relevant) should not operate against any employee directly or indirectly. All remuneration should be fair and pay policies should be transparent. Pay policies for specific job roles are listed on our website but each employee should refer to their contract for further details on terms of employment.

Training

All employees, including sub-contractors, will be made aware of our high standards for equality, diversity and inclusion. All employees should be provided with appropriate training. Employees are expected to act in accordance with the terms of this policy.

Through training, we hope to create a working environment which is free from harassment and bullying and which supports and values each member of the team, irrespective of rank. The board of management will continuously seek to provide opportunities for training so that all members of staff can understand direct and indirect discrimination and seek to be advocates against this behaviour. Each party in the company must understand his or her role in the execution of these policies. Appropriate training should also be provided to ensure that all employees have developed the relevant skills which would facilitate their access to promotion opportunities where these arise.

Policymaking

Hinds Building Services will regularly monitor this Charter to ensure that acceptable equality, diversity and inclusion practices are consistently enforced by our suppliers, residents, sub-contractors and consultants are met. Failure to comply with this may result in the relevant party being removed from our list of approved sub-contractors and suppliers.

Hinds Building Services encourages staff to comment on this policy and suggest ways in which it might be improved or ask any question if they are unsure about any part of this policy and how it is applied by contacting the Operations Manager.

Measuring and Reporting Diversity and Inclusion

Hinds Building Services is committing to effectively measuring and reporting on our progress in meeting our equality, diversity and inclusion targets, including progressive re-assessment of this policy and corporate structures.

Complaints Procedure

Where a client, employee or other stakeholder believes that he/she/it has been unfairly discriminated against, the processes for processing this complaint varies. Irrespective of the complaint channel, all complaints will be held in strictest confidence.

In cases of client complaints, reference should be made to the Complaints Procedure outlined in the Client Care Charter, which is accessible on our website. For other stakeholders, they should write to the Managing Director in the first instance, identifying their complaints and a clear expression of the absence of equality, diversity and inclusion.

Discrimination, bullying and harassment will not be tolerated. Breaches of this policy and procedures including any unfair treatment will be treated severely by the company and dealt with under the company's disciplinary policy and could lead to dismissal.

Accessibility

All information, which support equality, diversity and inclusion, will be provided to clients is provided in an accessible format. Where relevant, clients can request alternate accessible formats.

Evidenced Approaches to EDI

To ensure that EDI underpins the corporate framework, we are hopeful to achieve this by way of recruitment, induction, training and development opportunities, flexible attitudes of working patterns as far as possible in line with business needs and additional incentives for employees at the end of each year.

Legal Compliance

Hinds Building Services will ensure compliance with all legislation, regulatory instruments, standards and internal policies, including this policy.

Management Team, Hinds Building Services

Last update: February 2020 (Updated Annually)