



PALACE GATE BUILDING SERVICES LIMITED

EQUALITY AND DIVERSITY POLICY

EFFECTIVE DATE: APRIL 22, 2025

PURPOSE

- I. PALACE GATE BUILDING SERVICES LTD IS COMMITTED TO FOSTERING AN INCLUSIVE WORKPLACE AND SERVICE ENVIRONMENT THAT VALUES AND RESPECTS EVERYONE. THIS EQUALITY AND DIVERSITY POLICY OUTLINES OUR DEDICATION TO ENSURING FAIRNESS, ELIMINATING DISCRIMINATION, AND PROMOTING EQUAL OPPORTUNITIES FOR ALL EMPLOYEES, CONTRACTORS, CLIENTS, AND STAKEHOLDERS, IN LINE WITH OUR DUTIES AS A SERVICE PROVIDER UNDER THE EQUALITY ACT 2010, WHICH WE TAKE SERIOUSLY. WE RECOGNISE THAT TREATING EVERYONE THE SAME DOES NOT NECESSARILY ACHIEVE EQUITY, PARTICULARLY FOR DISABLED PEOPLE, AND WE ARE COMMITTED TO TAKING POSITIVE STEPS TO ADDRESS THEIR SPECIFIC NEEDS.

SCOPE

- II. THIS POLICY APPLIES TO ALL EMPLOYEES, CONTRACTORS, AGENCY WORKERS, CLIENTS, SUPPLIERS, AND VISITORS, REGARDLESS OF THEIR ROLE OR LEVEL. IT COVERS ALL ASPECTS OF EMPLOYMENT AND SERVICE PROVISION, INCLUDING RECRUITMENT, TRAINING, PROMOTION, PAY, WORKING CONDITIONS, AND CUSTOMER INTERACTIONS.

POLICY STATEMENT

2. WE ARE DEDICATED TO:

- A) PROMOTING EQUALITY AND DIVERSITY IN ALL OUR OPERATIONS AND INTERACTIONS.
- B) WE RECOGNISE AND UPHOLD THE PROTECTED CHARACTERISTICS UNDER PART 2 OF THE EQUALITY ACT 2010, WHICH INCLUDE: AGE, DISABILITY, GENDER REASSIGNMENT, MARRIAGE AND CIVIL PARTNERSHIP, PREGNANCY AND MATERNITY, RACE, RELIGION OR BELIEF, SEX, AND SEXUAL ORIENTATION.
- C) WE SEEK IN THE COURSE OF OPERATING OUR BUSINESS TO PREVENT ALL FORMS OF DISCRIMINATION AS DEFINED BY THE EQUALITY ACT 2010, INCLUDING:
 - I. **DIRECT DISCRIMINATION:** TREATING SOMEONE LESS FAVOURABLY BECAUSE OF A PROTECTED CHARACTERISTIC (E.G. REFUSING TO WORK FOR OR HIRE SOMEONE DUE TO THEIR RACE).
 - II. **INDIRECT DISCRIMINATION:** APPLYING A POLICY OR PRACTICE THAT DISPROPORTIONATELY DISADVANTAGES PEOPLE WITH A PROTECTED CHARACTERISTIC, WITHOUT JUSTIFICATION (E.G. REQUIRING ALL EMPLOYEES TO WORK LATE SHIFTS, WHICH MAY DISADVANTAGE THOSE WITH CHILDCARE OR CARER RESPONSIBILITIES).

Our registered company office address is:

THE GALLERY, KINGS WHARF, THE QUAY, EXETER, DEVON, EX2 4AN

INFO@PALACEGATEBUILDINGSERVICES.CO.UK - 07361 111 630 - WWW.PALACEGATEBUILDINGSERVICES.CO.UK

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- III. **HARASSMENT:** UNWANTED CONDUCT RELATED TO A PROTECTED CHARACTERISTIC THAT VIOLATES A PERSON'S DIGNITY OR CREATES AN INTIMIDATING, HOSTILE, OR OFFENSIVE ENVIRONMENT (E.G. MAKING DEROGATORY COMMENTS ABOUT SOMEONE'S DISABILITY, SEX OR RACE).
 - IV. **VICTIMISATION:** TREATING SOMEONE UNFAIRLY BECAUSE THEY HAVE MADE OR SUPPORTED A COMPLAINT ABOUT DISCRIMINATION (E.G. DEMOTING AN EMPLOYEE WHO RAISED A DISCRIMINATION CONCERN).
 - V. **DISCRIMINATION ARISING FROM DISABILITY:** TREATING A DISABLED PERSON UNFAVOURABLY BECAUSE OF SOMETHING CONNECTED TO THEIR DISABILITY, WITHOUT JUSTIFICATION (E.G. DISCIPLINING A DISABLED EMPLOYEE FOR TAKING MEDICAL LEAVE OR NOT WORKING FOR SOMEONE BECAUSE THEY HAVE A GUIDE DOG).
 - VI. **FAILURE TO MAKE REASONABLE ADJUSTMENTS:** NOT MAKING NECESSARY ADJUSTMENTS FOR A DISABLED PERSON WHERE REQUIRED, PREVENTING THEM FROM ACCESSING EMPLOYMENT OR OUR SERVICES (E.G. NOT PROVIDING WHEELCHAIR ACCESS TO A WORKPLACE).
3. WE RECOGNISE THAT, UNDER THE EQUALITY ACT 2010, TREATING DISABLED PEOPLE MORE FAVOURABLY IS NOT DISCRIMINATORY. AS STATED IN SECTION 13(3) OF THE EQUALITY ACT 2010: ***"if the protected characteristic is disability, and b is not a disabled person, it is not discrimination to treat a disabled person (a) more favourably than b."*** THIS PROVISION ALLOWS FOR POSITIVE ACTION TO ENSURE DISABLED PEOPLE HAVE EQUAL ACCESS AND OPPORTUNITIES.
4. WE WANT TO CREATE A WORKPLACE AND SERVICE ENVIRONMENT WHERE ALL INDIVIDUALS FEEL VALUED, RESPECTED, AND EMPOWERED.
5. WE WILL COMPLY WITH ALL RELEVANT UK LEGISLATION, INCLUDING THE EQUALITY ACT 2010, AND WE WILL ALWAYS SEEK TO PROMOTE BEST PRACTICES IN EQUALITY AND DIVERSITY.

OUR COMMITMENTS

6. TO ACHIEVE OUR EQUALITY AND DIVERSITY OBJECTIVES, PALACE GATE BUILDING SERVICES LTD WILL:
- A) **RECRUITMENT AND SELECTION:** ENSURE FAIR AND TRANSPARENT RECRUITMENT PROCESSES, SELECTING CANDIDATES BASED ON MERIT AND SUITABILITY.
 - B) **TRAINING AND DEVELOPMENT:** PROVIDE EQUAL ACCESS TO TRAINING AND CAREER DEVELOPMENT OPPORTUNITIES TO SUPPORT GROWTH FOR ALL.
 - C) **WORK ENVIRONMENT:** FOSTER A CULTURE FREE FROM DISCRIMINATION, BULLYING, OR HARASSMENT, ENCOURAGING OPEN COMMUNICATION AND RESPECT.
 - D) **REASONABLE ADJUSTMENTS:** TAKE OUR DUTY TO MAKE REASONABLE ADJUSTMENTS UNDER THE EQUALITY ACT 2010'S FIRST REQUIREMENT

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(ADJUSTING POLICIES), SECOND REQUIREMENT (PROVIDING AUXILIARY AIDS), AND THIRD REQUIREMENT (REMOVING PHYSICAL BARRIERS) VERY SERIOUSLY. WE PROACTIVELY ANTICIPATE ADJUSTMENTS IN LINE WITH OUR DUTY TO DO SO, SUCH AS PROVIDING ACCESSIBLE FORMATS OR FLEXIBLE WORKING, TO ENSURE INCLUSIVITY.

- E) **SERVICE PROVISION:** ENSURE OUR SERVICES ARE ACCESSIBLE AND INCLUSIVE, WITH ADJUSTMENTS AVAILABLE TO MEET DIVERSE NEEDS.
- F) **MONITORING AND REVIEW:** REGULARLY REVIEW POLICIES AND PRACTICES TO IDENTIFY AND ADDRESS BARRIERS TO EQUALITY.
- G) **ENGAGEMENT:** ENCOURAGE INPUT FROM EMPLOYEES AND CUSTOMERS THROUGH SURVEYS OR FORUMS TO SHAPE OUR INCLUSIVE PRACTICES.
- H) **SUPPLIER AND CLIENT RELATIONS:** WORK WITH PARTNERS WHO SHARE OUR COMMITMENT TO EQUALITY AND DIVERSITY.
- I) **WOMEN AND DISABLED PEOPLE IN CONSTRUCTION:** ACTIVELY PROMOTE AND SUPPORT WOMEN AND DISABLED PEOPLE IN CONSTRUCTION, SEEKING TO BREAK DOWN PREJUDICE AND STEREOTYPES BY ENCOURAGING THEIR PARTICIPATION AND CELEBRATING THEIR CONTRIBUTIONS TO OUR WORKFORCE.

REQUESTING REASONABLE ADJUSTMENTS

- 7. WE ARE A 'WANT TO-DO, WILL-DO' EMPLOYER AND SERVICE PROVIDER COMMITTED TO INCLUSIVITY. CUSTOMERS, EMPLOYEES, OR ANYONE INTERACTING WITH US CAN REQUEST REASONABLE ADJUSTMENTS BY:
 - A) **CONTACTING US:** REACH OUT VIA EMAIL AT INFO@PALACEGATEBUILDINGSERVICES.CO.UK OR PHONE ON 07361 111 630.
 - B) **DESCRIBING NEEDS:** PROVIDE DETAILS OF THE ADJUSTMENT NEEDED (E.G. ACCESSIBLE FORMATS, PHYSICAL ACCESS, OR SCHEDULING CHANGES).
- 8. **CONFIDENTIAL PROCESS:** WE WILL ASSESS REQUESTS PROMPTLY AND CONFIDENTIALLY, WORKING WITH YOU TO IMPLEMENT EFFECTIVE SOLUTIONS. WE REASSURE ALL STAKEHOLDERS THAT WE APPROACH ADJUSTMENTS WITH A POSITIVE, SOLUTION-FOCUSED MINDSET, DRAWING ON OUR EXPERIENCE AS A BUSINESS WITH DIRECTORS WHO HAVE A MULTI-CULTURAL HOUSEHOLD AND DISABLED CHILDREN, ENSURING WE TAKE ACCESSIBILITY AND INCLUSION SERIOUSLY.

OUR DIVERSE WORKFORCE

- 9. WE ARE PROUD OF OUR CULTURALLY DIVERSE WORKFORCE. DESPITE BEING A SMALL TEAM, 50% OF OUR EMPLOYEES ARE FROM GLOBAL MAJORITY BACKGROUNDS AND/OR HAVE A DISABILITY AS DEFINED BY THE EQUALITY ACT 2010. THIS 'WALKING THE WALK' APPROACH TO DIVERSITY STRENGTHENS OUR PERSPECTIVE AND COMMITMENT TO INCLUSION. OUR LEADERSHIP, INCLUDING DIRECTORS WITH DISABLED CHILDREN, DRIVES OUR PASSION FOR CREATING AN ACCESSIBLE AND EQUITABLE ENVIRONMENT.

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RESPONSIBILITIES

10. **MANAGEMENT:** SENIOR LEADERS AND MANAGERS ARE RESPONSIBLE FOR IMPLEMENTING THIS POLICY, MODELLING INCLUSIVE BEHAVIOUR, AND ADDRESSING BREACHES PROMPTLY.
11. **EMPLOYEES:** ALL EMPLOYEES MUST ADHERE TO THIS POLICY, TREAT OTHERS WITH RESPECT, AND REPORT DISCRIMINATORY BEHAVIOUR.
12. **HR DEPARTMENT:** THE HR TEAM OVERSEES POLICY IMPLEMENTATION, PROVIDES TRAINING, HANDLES COMPLAINTS, AND ENSURES LEGAL COMPLIANCE.

DEALING WITH DISCRIMINATION

13. ALLEGATIONS OF DISCRIMINATION, HARASSMENT, OR VICTIMISATION WILL BE INVESTIGATED PROMPTLY, FAIRLY, AND CONFIDENTIALLY.
14. EMPLOYEES CAN RAISE CONCERNS THROUGH THE GRIEVANCE PROCEDURE IN THE EMPLOYEE HANDBOOK OR BY CONTACTING HR DIRECTLY.
15. DISCIPLINARY ACTION, UP TO AND INCLUDING DISMISSAL, MAY BE TAKEN AGAINST INDIVIDUALS BREACHING THIS POLICY.
16. WE MAY (AND HAVE DONE SO BEFORE) CEASE TO PARTNER WITH CONTRACTORS OR EXTERNAL SERVICES WHICH DO NOT MATCH OUR EQUALITY ASPIRATIONS.

TRAINING AND AWARENESS

17. ALL EMPLOYEES RECEIVE EQUALITY AND DIVERSITY TRAINING DURING ONBOARDING AND REGULAR REFRESHERS.
18. MANAGERS RECEIVE ADDITIONAL TRAINING TO PROMOTE INCLUSIVITY AND HANDLE RELATED ISSUES EFFECTIVELY.
19. TRAINING INCLUDES AWARENESS OF PROTECTED CHARACTERISTICS, TYPES OF DISCRIMINATION, THE IMPORTANCE OF REASONABLE ADJUSTMENTS, AND THE UNDERLYING LEGAL DUTY TO TREAT DISABLED PEOPLE MORE FAVOURABLY.

MONITORING AND REPORTING

20. WE COLLECT AND ANALYSE WORKFORCE AND SERVICE DATA (E.G., GENDER, ETHNICITY, DISABILITY) TO MONITOR DIVERSITY AND IDENTIFY IMPROVEMENTS.
21. ANNUAL EQUALITY AND DIVERSITY REPORTS WILL BE SHARED WITH SENIOR MANAGEMENT AND, WHERE APPROPRIATE, EMPLOYEES.
22. THIS POLICY WILL BE REVIEWED ANNUALLY OR AS REQUIRED TO ENSURE EFFECTIVENESS AND COMPLIANCE.

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CONTACT

23. FOR QUESTIONS, CONCERNS, OR TO REQUEST REASONABLE ADJUSTMENTS, CONTACT:

- TIMOTHY O'DONNELL, MANAGING DIRECTOR, PALACE GATE BUILDING SERVICES LIMITED
- **EMAIL:** INFO@PALACEGATEBUILDINGSERVICES.CO.UK
- **PHONE:** 07361 111 630.

COMPLIANCE

24. FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN DISCIPLINARY ACTION OR TERMINATION OF CONTRACTS/SERVICE USE. WE ENCOURAGE ALL EMPLOYEES AND STAKEHOLDERS TO ACTIVELY SUPPORT OUR COMMITMENT TO EQUALITY AND DIVERSITY.

SIGNED:

TIMOTHY O'DONNELL

**MANAGING DIRECTOR
PALACE GATE BUILDING SERVICES LTD**

DATE: 22 APRIL 2025

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