

EQUALITY AND DIVERSITY POLICY

Artic is an equal opportunity employer. The Board of Directors at Artic Building Services Ltd is committed to equality of opportunity both in the provision of services to private organisations, the public and also as an employer. We are committed to ensuring within the framework of the law that our workplaces are free from unlawful or unfair discrimination because of Protected Characteristics as defined by the Equality Act 2010. We have adopted this policy as a means of helping to achieve these aims.

The Protected Characteristics are –

- Age
- Disability
- Gender Reassignment
- Race
- Religion or Belief
- Sex
- Sexual Orientation
- Marriage and Civil Partnership
- Pregnancy and Maternity

We are committed to seeking continuous improvement and compliance with legislation based on the following principles:

- Everyone has the right to be treated with dignity and respect.
- We will not discriminate on the grounds of the above mentioned characteristics, or any other factor.
- We will adopt fair and inclusive practices throughout our operations and will seek to eliminate all prejudice, discrimination, bullying and harassment.
- All employees have a personal responsibility for the practical application of this policy in their day-to-day activities and must support the policy at all times.
- Non-compliance with this policy will be treated seriously and will not be tolerated.

The Board of Directors of Artic are required to ensure:

- They create a productive and safe working environment, promoting diversity and inclusion in their workforce;
- They develop new practices, as appropriate, to ensure all employees, contractors and customers are treated fairly; and
- They can demonstrate continuous improvement in practices to promote diversity and equal opportunities for all.

We aim to ensure that our employees achieve their full potential and that all employment decisions are taken without reference to irrelevant or discriminatory criteria.

What is discrimination?

Direct discrimination – when someone is treated less favourably than another person because of a Protected Characteristic.

Associative discrimination or discrimination by association – direct discrimination against someone because they associate with another person who possesses a Protected Characteristic.

Discrimination by perception – direct discrimination against someone because it is thought that they possess a particular Protected Characteristic even if they do not actually possess it.

Indirect discrimination - occurs where an individual's employment is subject to an unjustified provision criterion or practice which e.g. one sex or race or nationality or age group finds more difficult to meet, although on the face of it the provision, criterion or practice is 'neutral'.

Harassment – unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. You may complain of such offensive behaviour even if it is not directed towards you personally.

Harassment by a third party – harassment of employees by third parties such as customers or clients.

Victimisation – when an employee is treated less favourably because they have made or supported a complaint or raised a grievance under the Equality Act 2010 or are suspected of doing so.

Legislation and Codes of Practice – we will comply with and where possible exceed current national legislation and relevant codes of practice in all of our operations. We will monitor our compliance with this policy and the requirements of relevant underpinning legislation as appropriate. We will comply with the relevant principles governing data protection at all times.

Practices and Standard Operating Procedures: Artic will put in place practices and standard operating procedures to ensure the commitments in this policy are applied and implemented throughout the organisation.

Access to Company Premises: We will take all reasonable steps to ensure that our buildings and premises are accessible to disabled employees, customers and visitors as required by the Disability Discrimination Act (DDA) and the Equalities Act in the United Kingdom. The current document is available to any person or organisation upon request

Access to Information: We will seek to ensure that information is made available to our customers and employees in alternative formats as required.

Recruitment: All recruitment will be carried out with regard to fairness, equality and consistency for all candidates at all times. Recruitment practices will be inclusive and we will endeavour to ensure there are no barriers to employment of suitable candidates.

Staff Training: We will provide our staff with the necessary guidance and training to ensure the effective implementation of this policy and to ensure we are an inclusive employer and service provider.

Complaints: Any employee who feels that he or she has grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue the complaint through our grievance procedures.

Customers who feel they have grounds for complaint may pursue these through our customer complaints procedures. We will ensure our complaints/feedback procedures can be accessed and used by everyone.

Reporting: We are committed to monitoring and reporting on our actions and achievements in relation to implementing this Diversity policy both internally and externally.

Human Rights: Artic will adhere to the following principles in respect of our staff.

- We will treat all employees fairly and honestly, regardless of where they work. All staff will have agreed terms and conditions in accordance with local law or practice and will be given appropriate job skills training.
- We will pay a fair wage reflecting local markets and conditions. We will always meet any national minimum wage.
- Working hours shall not be excessive. They shall comply with industry guidelines and national standards where they exist.

- We will not employ illegal child labour, forced or bonded labour, forced overtime or condone illegal child labour.
- Employees have the rights of freedom of association and collective bargaining. We respect the right of our employees to choose whether to join a trade union without influence or interference from management. Furthermore, we support the right of our employees to exercise that right through a secret ballot.
- We will negotiate in good faith with the properly elected representatives of our employees.
- We will abide by the non-discrimination laws at all times.
- We will not use or condone the use of corporal punishment, mental or physical coercion or verbal abuse. We have disciplinary procedures for any member of staff whose conduct falls below the required standard.
- We have formal grievance procedures through which staff can raise personal and work-related issues.
- All staff will be given reasonable access to bathroom and rest facilities.

Continuous review

As part of Artic's Equality, Diversity and Inclusion commitments, an annual survey will be sent out to the workforce to raise awareness of the above. It will allow Artic to put further processes in place to ensure that we are doing all that we can as an organisation to achieve a continuous review and enhancement strategy regarding this key area of our business. Key data from the survey will be issued to the company and actions to be taken from it will be discussed at board level and included within our ISO targets and objectives.

All data collected is done so via the HR department to comply with GDPR regulations. This information is anonymised and presented to the board for an annual review and to allow for objective setting.

Artic continue to review the workforce with regards to members from the above protected characteristics groups to ensure all are included. Jobs are offered to all individuals, no one will be discriminated for the opportunity to take on these roles.

Commitment

We are committed to ensuring that all of our employees and applicants for employment are protected from unlawful discrimination in employment.

Recruitment and employment decisions will be made on the basis of fair and objective criteria.

Person and job specifications shall be limited to those requirements which are necessary for the effective performance of the job.

Interviews will be conducted on an objective basis and personal or home commitments will not form the basis of employment decisions except where necessary and relevant.

All employees have a right to equality of opportunity and a duty to implement this policy. Discrimination is a serious disciplinary matter which will normally be treated as gross misconduct.

Anyone who believes that he or she may have been disadvantaged on discriminatory grounds should raise the matter through the Company's grievance procedure.

Original Signed

Original Dated