EQUAL OPPORTUNITIES POLICY

1. POLICY STATEMENT

PETM LTD is committed to promoting equality of opportunity and eliminating unlawful discrimination in all aspects of our business operations. We are dedicated to creating an inclusive environment where all individuals are treated with dignity and respect, regardless of their background or characteristics.

This policy demonstrates our commitment to fair treatment and our legal obligations under the Equality Act 2010 and other relevant legislation.

2. SCOPE AND APPLICATION

This policy applies to:

- All employees, directors, and officers of PETM LTD
- Job applicants and potential employees
- Sub-contractors, agency workers, and temporary staff
- Customers, suppliers, and business partners
- Trainees and participants in training programmes
- Visitors to our premises

3. PROTECTED CHARACTERISTICS

We are committed to ensuring no individual receives less favourable treatment based on the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, ethnic or national origins)
- Religion or belief (including philosophical beliefs)
- Sex/Gender
- Sexual orientation

4. FORMS OF DISCRIMINATION

We prohibit all forms of discrimination, including:

- **Direct Discrimination:** Treating someone less favourably because of a protected characteristic
- **Indirect Discrimination:** Applying policies or practices that disadvantage people with protected characteristics
- **Harassment:** Unwanted conduct that violates dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment
- **Victimisation:** Treating someone unfavourably because they have made or supported a complaint about discrimination

5. OUR COMMITMENTS

Employment Practices

- Recruit, select, and promote based solely on merit and suitability for the role
- Provide equal access to training and development opportunities
- Ensure fair and transparent performance management processes
- Apply disciplinary and grievance procedures consistently and fairly

Service Delivery

- Provide services without discrimination to all customers
- Make reasonable adjustments for customers with disabilities
- Ensure training delivery is accessible and inclusive

Workplace Environment

- Foster an inclusive culture that values diversity
- Provide a safe environment free from harassment and discrimination
- Support flexible working arrangements where operationally feasible

6. REASONABLE ADJUSTMENTS

We will make reasonable adjustments for:

- Employees and job applicants with disabilities
- Customers requiring additional support to access our services
- Training participants with specific learning needs

Examples include modified equipment, flexible working arrangements, accessible training materials, or alternative communication methods.

7. RESPONSIBILITIES

Management

- Lead by example in promoting equality and inclusion
- Ensure policy implementation and compliance
- Address discrimination issues promptly and effectively
- Provide necessary resources for policy implementation

All Staff

- Treat colleagues, customers, and stakeholders with respect
- Report incidents of discrimination or harassment
- Participate in equality training when required
- Support colleagues who may experience discrimination

HR/Training Department

- Monitor policy effectiveness through data collection
- Provide equality training and awareness programmes
- Investigate complaints thoroughly and impartially
- Maintain confidential records of incidents and actions taken

8. COMPLAINTS PROCEDURE

Anyone experiencing or witnessing discrimination should:

1. **Informal Resolution:** Where appropriate, raise concerns directly with the individual involved or their line manager
2. **Formal Complaint:** Submit written complaint to HR or Managing Director
3. **Investigation:** All complaints will be investigated promptly, thoroughly, and confidentially
4. **Resolution:** Appropriate action will be taken, including disciplinary measures where necessary
5. **External Options:** Individuals may also contact ACAS or pursue tribunal claims where applicable

9. MONITORING AND REVIEW

We will:

- Monitor recruitment, promotion, and training statistics by protected characteristics
- Regularly review policies and procedures for discriminatory impact
- Conduct annual policy reviews and updates
- Seek feedback from employees and customers on equality matters
- Report on equality progress to senior management

10. TRAINING AND AWARENESS

All staff will receive:

- Induction training on equality and diversity
- Regular refresher training on policy updates
- Specific training for managers on handling discrimination issues
- Access to additional resources and guidance materials

11. NON-COMPLIANCE

Discrimination, harassment, or victimisation will not be tolerated and may result in:

- Disciplinary action up to and including dismissal
- Termination of contracts with sub-contractors or suppliers
- Legal action where appropriate

12. EXTERNAL SUPPORT

For additional guidance and support, contact:

- **ACAS (Advisory, Conciliation and Arbitration Service):** 0300 123 1100
- **Equality and Human Rights Commission:** www.equalityhumanrights.com
- **Trade Union Representatives** (where applicable)

13. RELATED POLICIES

This policy should be read in conjunction with:

- Harassment and Bullying Policy

- ☞ Grievance Procedure
- ☞ Disciplinary Policy
- ☞ Recruitment and Selection Policy
- ☞ Training and Development Policy

Distribution: All staff, website, customer-facing locations

For questions about this policy, contact: Managing Director

Reviewed and approved by:
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