



COMPANY POLICY

Equality, Diversity and Inclusion Policy

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Our commitment

Grant's Cleaning Services is committed to a respectful, inclusive workplace and fair access to employment and services. Decisions will be based on relevant skills, conduct, performance, business need and objective evidence.

1. Purpose and scope

This policy applies to directors, employees, workers, applicants, agency staff, contractors and anyone representing the company. It covers recruitment, pay, training, promotion, allocation of work, performance, discipline, dismissal, customer contact and access to our services.

2. Our legal commitment

We will comply with the Equality Act 2010 and other applicable employment law. We will not unlawfully discriminate because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. We also aim to prevent unfair treatment connected with working pattern, caring responsibilities, social background or other personal circumstances where these are not protected characteristics.

3. Forms of unacceptable conduct

- Direct discrimination: treating someone less favourably because of a protected characteristic.
- Indirect discrimination: applying a provision, criterion or practice that disadvantages a protected group without objective justification.
- Harassment: unwanted conduct that violates dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
- Sexual harassment: unwanted conduct of a sexual nature, including conduct from colleagues, customers or other third parties.
- Victimisation: treating someone badly because they raised, supported or gave evidence about an equality concern.
- Discrimination arising from disability and failure to make reasonable adjustments.

4. Recruitment and employment decisions

- Job requirements and selection criteria will be relevant, proportionate and applied consistently.
- Applicants and workers will be assessed on capability, experience and the genuine requirements of the role.
- Pay, hours, training, promotion, overtime and work allocation will be managed fairly.
- Personal information used for monitoring will be limited, handled confidentially and kept separate from selection decisions where appropriate.
- Managers must record objective reasons for significant employment decisions.

5. Disability and reasonable adjustments

We will consider reasonable adjustments for disabled applicants and workers. Adjustments may relate to recruitment, equipment, communication, duties, working arrangements, training or access to premises. Individuals are encouraged to discuss barriers early; each request will be considered on its facts, in consultation with the person concerned and with appropriate regard to confidentiality.



6. Respect at work and customer sites

Everyone must treat colleagues, customers, visitors and suppliers with dignity. Discriminatory language, jokes, images, exclusion, bullying or harassment are not acceptable in person, online or through messaging. Employees should not be placed at a disadvantage because a customer or third party expresses a discriminatory preference.

7. Raising a concern

A person who experiences or witnesses inappropriate conduct should, where they feel able, report it promptly to their supervisor or the Managing Director. Employees may use the grievance procedure; witnesses may use the whistleblowing route where appropriate. Concerns will be considered fairly, promptly and sensitively. Retaliation against anyone who raises or supports a genuine concern is prohibited.

8. Responsibilities and consequences

The Managing Director is accountable for this policy. Managers must model inclusive conduct, respond to concerns and make evidence-based decisions. Every worker must follow the policy and complete relevant training. Serious or repeated breaches may result in disciplinary action, up to and including dismissal, or termination of a contractor or supplier relationship.

9. Training, monitoring and review

We will provide proportionate guidance to managers and staff, monitor themes in recruitment and workplace concerns where useful and lawful, and review this policy annually. Monitoring information will be used to improve practice, not to make assumptions about individuals.

Approval and document control

This policy is approved on behalf of Grant's Supplies Limited T/A Grant's Cleaning Services and will be reviewed annually, or earlier if legislation, guidance or business operations change.

Approved by	J G Smith
Position	Managing Director
Signature	Electronically signed by J G Smith
Date	5 September 2026