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1. OBJECTIVES

Lodge Service is incredibly proud of its commitment to enabling equality, equity and promoting diversity, and we celebrate the rich variety within our workforce and the environment in which we operate. We are committed to creating an inclusive culture and accessible environment, where people feel comfortable being themselves. We recognise that this is a journey, and it's one we are proud to be taking. Diversity in our teams is our greatest strength and we want to create a place to work where everyone can reach their full potential.

The policy is intended to help the company achieve these diversity, inclusion and anti-discrimination aims by clarifying the responsibilities and duties of all team members. It covers any and all aspects of how the company operates, how we treat those who work for and with us, how we recruit and how we engage with others whilst performing our roles.

2. TERMS AND DEFINITIONS

Through this policy we refer to a number of different terms we consider the following definitions when referring to these:-

- **Equality** - ensuring people are not treated unequally. Specifically on the basis of one or more protected characteristics as defined by the Equality Act 2010 and other anti-discrimination legislations
- **Equity** – recognises that each person has different circumstances, and therefore different or individual actions may be required to ensure that all individuals receive equal opportunities.
- **Diversity** - recognising and valuing the benefits of different perspectives, backgrounds and experiences. Also, identifying and acknowledging under-representation, and taking active steps to address it through: initiatives, policies, and systemic change.

- **Inclusion** - actively embracing people with diverse perspectives, backgrounds and experiences. And creating an environment that enables us all to feel a sense of belonging, and where we can achieve the extraordinary together
- **Unconscious Bias** – awareness that attitudes that are held subconsciously can affect the way individuals feel and think about others around them and influence decisions and actions.

3. DISCRIMINATION

Under The Equality Act (2010), there are a number of characteristics relevant to an individual who is covered by the policy that must not unfairly be considered (if accounted for at all) in decisions relating to any aspect of their working life. These are also applicable to the manner in which we deliver our services to our clients and their employees and customers.

These characteristics are called ‘protected characteristics’ and they are listed below:

- Age
- Disability
- Sex
- Gender reassignment
- Marital or civil partnership status
- Pregnancy or maternity
- Race (which includes colour, nationality and ethnic origin)
- Religion or belief
- Sexual orientation

Discrimination on the basis of work pattern which is unjustifiable will also not be tolerated.

It is also considered discrimination if individuals are treated differently based on their association with a third party with a protected characteristic, or if it is perceived that the individual has a protected characteristic, even if they don't.

The Company prohibits discrimination in all aspects of business activity, and advocates for the equal treatment and maintenance of dignity of all individuals, including but not limited to, employees, clients, customers, contractors, and the public. If decisions are made about an individual on the basis (whether wholly or partially), of any of these protected characteristics, it is almost inevitable that discrimination will have taken place.

The sorts of actions that would fall into this category are set out below. We will not tolerate any of the below practices:

- **Direct discrimination:** Treating someone with a protected characteristic less favourably than others.
- **Indirect discrimination:** Putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.
- **Harassment / preventing dignity at work:** Unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them. We draw no distinction between actions that may be labelled as 'joking' and not intended to cause offence, and those that may have been more direct and premeditated in their delivery.
- **Victimisation:** Treating someone unfairly because they've complained about discrimination or harassment.
- Other discriminatory actions that are also prohibited:

The UK's employment law also identifies other actions that can be unlawful under the equal opportunities legislation. Examples of these include:

- Failing to make reasonable adjustments to minimise certain disadvantages suffered by a disabled individual, this covers employees, job applicant as well as customers
- Instructing another person (or applying pressure on them) to discriminate
- Knowingly assisting somebody else when they carry out a discriminatory act
- Discriminating against somebody believed to have a protected characteristic, whether or not they actually do, or because they associate with a third party who does.

4. DUTIES AND RESPONSIBILITIES

Everyone in the company has a responsibility to behave in the right way in line and are responsible for the culture of Lodge Service and the service delivery we offer to our clients treating others fairly with dignity and respect. Our Equal Opportunities and Inclusion Policy exists to advise how we, as a company and as individuals, act to create a culture of inclusion and safety. Hence, the guidance of this policy is applicable to all employees and associates of Lodge Service, including, clients, customers, contractors, and the public.

As a business we are committed to:

- Creating an inclusive workplace for all, ensuring that our policies, procedures, and ways of working are reviewed regularly to ensure they support our intent.

- Strive to create a workforce that is representative of our society
- Communicating openly with those we engage with, listening and acting on feedback received
- Tracking our progress – By reviewing data, tracking actions taken and by listening to feedback
- Having a zero-tolerance approach to bullying or harassment
- Act to prevent all forms of unlawful or unfair discrimination.
- Provide training and learning opportunities, raising awareness and understanding and ensuring that sufficient training has been provided to support individuals to perform their roles in a manner to support our inclusive culture.
- Keep learning and improving

The Senior Leadership are committed to:

- Taking responsibility for ensuring that Lodge Service creates an inclusive culture, driving and prioritising our ED&I aims through all business activities
- To increase our own personal knowledge and understanding, to challenge our own assumptions, consider unconscious bias and act to support diversity and inclusion through our actions.
- Participate and support making changes within the company but also more widely across the sector, industry and with those we work with.

At an individual level, we ask all employees and associates of Lodge Service to:

- Deal with customers, colleagues and suppliers in an ethical and lawful way and with respect at all times
- Promote equality by learning about people's differences and understanding and being aware of different cultures, customs and beliefs.
- Challenge and report any unacceptable or inappropriate behaviour.
- Be personally committed to creating an inclusive work environment.
- Take responsibility for your own actions.

5. GUIDANCE ON PRACTICES

The guidance within the Policy aims to ensure that employment decisions are made based solely on the ability, experience and qualifications of individuals, in relation to their role.

All employees will receive training on the Equal Opportunities and Inclusion Policy, as well as the Harassment and Bullying (Dignity at work) Policy, to help them understand their responsibilities in creating a work environment that is free of discrimination, bullying and harassment.

Training will be given to line managers to enable them to recognise and address any discriminatory activities or practices, and to take the lead in promoting inclusion and equality within their teams.

5.1. RECRUITMENT, PROMOTIONS AND IDENTIFYING CANDIDATES FOR OTHER OPPORTUNITIES

The guidance within the Policy aims to ensure that employment decisions are made based solely on the ability, experience and qualifications of individuals, in relation to their role.

In any selection process that we use, whether we're selecting and interviewing applications for job opportunities, offering jobs, identifying individuals for promotion or considering other opportunities or necessities (like redundancy situations), we will apply a rigorous, objective selection process using non-discriminatory criteria, as far as possible.

Lodge Service is mindful of how we market our roles, Where advertising job adverts they will be circulated so as to reach as wide and diverse a pool of interested candidates as possible, and worded so as to encourage, as far as possible and reasonable, applications from individuals of all characteristics to apply – or, at the very least, so as not to discourage any individuals with protected characteristics from applying. However, in the limited circumstances where having a particular protected characteristic is a legitimate requirement for the role, the requirement will be specified in the job advertisement.

The selection process will be carried out consistently for all jobs at all levels. All applications will be processed in the same way. Managers responsible for short listing, interviewing and selecting candidates will assess individuals against the selection criteria for the role ensuring consistent application. The selection of new employees will be based on the job requirements and the individual's suitability and ability to do or to train for, the job in question.

If you are involved in interviewing and or any other part of our recruitment process, you must never ask a job applicant about their health, attendance record, or whether they have a disability before making a job offer to them (except in very limited circumstances). In addition you must not ask anything that might infer a bias against any candidate with one or more protected characteristics. So, for example, asking a candidate if they are married, intend to have children (or any more children), or whether their religion permits them to work at weekends, are strictly no-go zones. If you are ever in doubt about what can or can't be said, check the position with a member of the HR Team who can be contacted on 0800 289080 or at hradmin@lodgeservice.com.

We will ensure that employees responsible for selecting and promoting candidates are trained and confident in their understanding of the objective selection criteria, and of the importance of Equal Opportunities and Inclusion.

With disabled job applicants and employees, the Company will make reasonable adjustments to work criteria or practices, and to physical features of work premises in order to ensure that the person is not placed at a substantial disadvantage in comparison with persons do not have a disability.

5.2. EQUAL PAY AND EQUALITY OF TERMS

The Company is committed to equal pay and equality of terms in employment. It believes its male and female employees should receive equal pay for like work, work rated as equivalent or work of equal value. The

Company will endeavour to maintain a pay system that is transparent, free from bias and based on objective criteria.

5.3. MONITORING EQUAL OPPORTUNITIES, DIVERSITY AND DIGNITY AT WORK

In order to assess whether equal opportunity, diversity and dignity at work are being achieved and to identify any opportunities for improvement, the Company will regularly monitor and review data held and working practices.

During recruitment and the onboarding process, we may ask questions that include disclosing details around some protected characteristics to help us monitor our diversity and how we are succeeding in our commitment to promote equal opportunities. The data gathered will not be used for any employment related decisions, such as whether to offer a role or opportunity to a particular candidate.

We may also record and analyse information about equal opportunities more generally within the workplace, such as questions within employee surveys or comparisons to benchmarking data.

6.0 HANDLING BREACHES AND ENFORCEMENT

We recognise that reporting unacceptable or inappropriate behaviour or highlighting discriminatory practices can be difficult and challenging, but we would like to offer reassurance that we take seriously any alleged breaches of this policy and will take action against any bullying, harassment, victimisation or unlawful discrimination by employees, customers, suppliers, visitors, the public and any others external parties who have a relationship with the Company.

If you wish to report a breach (or potential breach) under this policy, you should contact your line manager or Human Resources via phone 0800 289080 or email hadmin@lodgeservice.com as soon as possible. Alternatively individuals may utilise the whistleblowing line message service by phoning 01285 703935 to leave details anonymously.

We would also like to remind all employees that they have access to confidential guidance, support and advice services, which can be accessed via the perkpro portal or through their confidential helpline on 0330 380 0658.

All complaints will be investigated and dealt with as misconduct under the company's grievance and/or disciplinary policies and procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

All employees should also understand they, as well as the company, can be held personally liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

If you have any questions about inclusion and diversity, please speak to your manager or HR.

7.0 MEMBERSHIPS AND PLEDGES

We are committed to supporting activity within our industry and across all organisations to help improve and drive equity, equality, inclusion and diversity and ensure the wellbeing of those who work for us. In line with this, the company has engaged with the following organisations and schemes:

Disability Confident Employer: We are committed to ensuring job opportunities are open to those with disabilities. We have taken action to ensure that our recruitment process is inclusive and accessible, we guarantee to offer interviews to individuals who declare they have a disability.



Employers initiative Against Domestic Abuse: We look to raise awareness regarding domestic abuse to provide support and access to services for those impacted.



Mental Health Charter: We recognise the importance of mental wellbeing and encourage our employees to care for their wellbeing by providing access to training, information and support.



Menopause Workplace Pledge: we are committed to taking positive action to make sure everyone going through the menopause is supported



Working with Cancer: we are committed to the care and well-being of our employees and ensuring that we create inclusive cultures. We are committed to keep developing our knowledge and understanding in this area to inform and guide the support we offer

