

**Our policy on equality, diversity and inclusion is based on our belief that everyone has the right to feel equal, valued and supported, and, be given the opportunity to reach their full potential. We are fully committed to helping people who are under-represented or disadvantaged within the communities we serve to find gainful, fulfilling and ongoing employment.**

We seek to ensure equality for all in our day to day operations, combating all forms of discrimination on the basis of locality, race, colour, ethnic or national origins, religion and belief, gender, sexual orientation, marital status, disability or age.

This policy is fully supported by the ISS Labour Senior Team and is based on the following core principles:

- ✓ **Equality** – taking steps to ensure that people receive fair and equitable treatment
- ✓ **Diversity** – accepting people are different and valuing these differences
- ✓ **Inclusion** – taking steps to make sure that everyone is included and feels welcome

It applies to recruitment, training, pay, and conditions of contract for our workers. It also applies to delivery of service for customers, and strategic planning of the organisation.

We will achieve this by applying and embedding the Network Rail Fair Culture model into our working practices to ensure that we deliver our objectives in regards to this policy in a consistent and proportionate manner.

## Recruitment

Our recruitment campaigns are focused on achieving the principles of the Government's Local Employment Partnership (LEP). To achieve this, we will run our campaigns in partnership with organisations who work closely with local offices, community centres and the media to ensure communication of work opportunities to the wider audience within the locality.

In particular we will work to ensure that our vacancies are made available to:

- Individuals living within the immediate locality
  - Long term unemployed
  - People with a disability
    - Homeless
    - Lone parents
  - Ethnic minority populations
  - Older workers and under 24's
    - Ex-armed forces

Through the implementation of our recruitment strategy and the commitment to the requirements of this policy we aim to contribute to local communities by providing gainful and meaningful employment allowing local people to contribute to the wealth and economic strength of the community they live in.

We are fully committed to dealing with issues of discrimination or harassment, sensitively and promptly and our people are actively encouraged to report any breaches – in confidence, without fear of retribution.

## Day to Day Operations

We seek to ensure that:

- The content and demands of its work tasks are non-discriminatory and are appropriate to the knowledge and skills specified
- That the style and language of its documentation is readily understood and do not reflect stereotyped or biased attitudes

- That all individuals associated with management, training and assessment apply a fair and just process
- That there is an effective appeals procedure of which workers and candidates are made aware

### Putting the policy into practice

We will regularly review our practices and procedures to ensure that they do not discriminate, whether directly or indirectly. Changes will be made where it is found that they may be contravening, Equalities Act (current issue), Human Rights Act (current issue), Crime and Disorder Act (current issue), Anti-Social Behaviour Act (current issue), The Commission for Racial Equality Code of Practice and any other relevant legislation or codes of practice.

We will ensure that this policy is communicated to all workers and contractors and is reviewed at least annually for effectiveness.



**Gary Beeston**  
Group Managing Director

UNCONTROLLED IF PRINTED