



Diversity & Equality Policy

The purpose of this policy is to ensure equal opportunities for all workers, job applicants, clients and customers, irrespective of race, colour and nationality, ethnic or national origin. We value a diverse customer base and the individuality and creativity that every worker potentially brings to the workforce.

Operating principles

- Workers, job applicants, visitors, clients and customers will be treated fairly, openly and honestly, and with dignity and respect.
- No job applicant or worker will receive less favourable treatment on grounds of race, colour and nationality, ethnic or national origin.
- Equality of opportunity is about good employment practice and makes sound business sense. Steps will be taken to make sure all business practices ensure equal opportunities.
- Recruitment, training and promotion opportunities will be made as widely available as possible.
- Selection criteria for employment, training and promotion opportunities will be entirely related to the job.
- Employment decisions on recruitment, promotion and training will be made solely on the basis of merit.
- Everyone has the right to work and do business in an environment free of unlawful discrimination and harassment. We will not tolerate such behaviour under any circumstances.
- Disciplinary action, including dismissal, may be taken against any worker found responsible for harassment or discrimination.
- Any worker or trainee who believes he or she is being discriminated against, victimised or harassed should raise the matter through the company's complaints procedure.

We will ensure that all our workers, customers and clients are aware of the policy, and that they understand that they are responsible for observing it. Our racial equality action plan outlines the steps we will take to give effect to this policy. We will monitor the action plan and review the progress we have made each year, to make sure the policy is achieving its aims.

As part of its diversity & equality policy, Contracts IT is committed to promoting a good and harmonious working environment where every worker is treated with respect and dignity. No one should feel threatened, intimidated or degraded on grounds of race, colour, nationality, ethnic or national origin, sex, married status, sexual orientation, disability, physical characteristics, health, religion or belief. The policy also covers harassment that falls outside the above categories and that can be classed as bullying. Harassment at work is unacceptable behavior and will not be permitted or condoned.

All workers have a right to work in an environment that:

- is free from abuse or insults;
- is safe;
- promotes dignity at work;
- encourages individuals to treat each other with respect;
- values politeness;
- is open and fair; and



- encourages individuals to support each other.

All workers have a responsibility to:

- support anyone who says they have been bullied or harassed, and to be sensitive to their feelings and perceptions of the situation;
- encourage them to seek help; and
- refrain from taking part in, encouraging or condoning gossip about cases of alleged or actual harassment or bullying.

Complaints of harassment or discrimination will be dealt with through the complaints procedure. Disciplinary action, including dismissal, may be taken against any worker found responsible for harassment or discrimination. All workers must comply with this policy.