

## Equality Diversity and Inclusion Policy

### Amendment History

Date	Version	Author	Details of Amendment
01/06/2021	AS13 V8	C Taylor	
01/06/2022	AS13 V8	C Taylor	Reviewed – no change
01/6/2023	AS13 V8	C Taylor	Reviewed – no change
07/12/2023	V9	C Taylor	Reviewed –revisions to content. New template and document control series

### Introduction

Vistech Services values the rich diversity and creative potential people with different backgrounds, skills and abilities bring to the workplace. Our Equality, Diversity and Inclusion policy aims to treat all current and prospective employees fairly and with dignity and respect.

Vistech Services is an Equal Opportunities and Diversity Aware employer, committed to promoting equality, diversity, and inclusion amongst its workforce, whilst eliminating unlawful discrimination.

This policy sets out the organisation's position to create an inclusive environment and culture, with a diverse workforce that is representative of all sectors of Society, where everyone can fully contribute and achieve their full potential, and where individual employee contribution is recognised, celebrated, and valued.

### Statement of Policy

Vistech Services is committed to ensuring equality and diversity in all aspects of employment, including recruitment and promotion, and provides guidance and encouragement to employees at all levels to act fairly and prevent discrimination.

(a) It is the policy of Vistech Services to ensure that no job applicant, claimant, or employee receives less favourable treatment on the grounds of sex, race, marriage or civil partnership status, pregnancy and maternity, disability, age, gender or gender reassignment, sexual orientation, ethnic or national origin or religion or belief, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable. The organisation is committed not only to its legal obligations but also to the positive promotion of equality of opportunity in all aspects of employment. Vistech Services oppose all forms of unlawful and unfair discrimination direct or indirect.

(b) The organisation recognises that adhering to the Equality Diversity and Inclusion Policy, combined with relevant employment policies and practices, maximises the effective use of individuals in both the organisations and employees' best interests. Vistech Services recognises the great benefits in having a diverse workforce with different backgrounds, solely employed on ability.

- (c) Vistech Services commits to ensuring that the application of recruitment, training, and promotion policies to all individuals will be based on job requirements and the individual's ability and merits
- (d) All employees of the organisation will be made aware of the provisions of this policy.
- (e) This policy will be reviewed on an annual basis.

### **Recruitment & Promotion**

- (a) Advertisements for posts will give sufficiently clear and accurate information to enable potential applicants to assess their own suitability for the post. Information about vacant posts will be provided in such a manner that does not restrict its audience in terms of sex, race, marriage or civil partnership status, pregnancy and maternity, disability, age, gender or gender reassignment, sexual orientation, ethnic or national origin or religion or belief.
- (b) Recruitment literature will not imply a preference for one group of applicants unless there is a genuine occupational qualification, which limits the post to this particular group, in which case this must be clearly stated.
- (c) All vacancies will be circulated internally.
- (d) All descriptions and specifications for posts will include only requirements that are necessary and justifiable for the effective performance of the job.
- (e) All selection will be thorough, conducted against defined criteria, and will deal only with the applicant's suitability for the job. Where it is necessary to ask questions relating to personal circumstances, these will be related purely to job requirements and asked to all candidates.

### **Employment**

Vistech Services aim to create an environment free of discrimination, prejudice, bullying, harassment, victimisation, and unlawful discrimination, whilst ensuring that every individual is treated with dignity and respect. This will be applied in a fair and consistent way, in an environment where all behaviours are inclusive, and where inappropriate behaviour is unacceptable and unfair treatment will not be tolerated.

- (a) Vistech Services will not discriminate based on of sex, race, marriage or civil partnership status, pregnancy and maternity, disability, age, gender or gender reassignment, sexual orientation, ethnic or national origin or religion or belief, in the allocation of duties between employees employed at any level with comparable job descriptions.

(b) Vistech Services will put in place any reasonable measures and/or adjustments and support within the workplace for those employees who become disabled during employment or for disabled appointees.

(c) All employees will be considered solely on their merits for career development and promotion with equal opportunities for all.

### **Career Development and Training**

Central to our equal opportunities in employment policy is that Vistech Services get the best from our employees throughout their careers. Vistech Services will:

(a) Provide the support and training necessary to help employees realise their employment potential.

(b) Encourage employees to discuss their career prospects and training needs with the Managing Director and to apply for jobs, which suit their experience and skills

### **Terms and Conditions of Employment**

Fairness in how people are rewarded is fundamental. Vistech Services will:

(a) Ensure terms and conditions, including pay, are fair and equitable, taking account of responsibility, performance, and contribution.

(b) Ensure that the benefits, facilities, and services available to all employees are clearly defined so that people are aware of them.

### **Flexible Working**

Vistech Services policy recognises that patterns of work are changing as employees have to balance work and domestic commitments. Vistech Services will:

Consider requests for flexible working made under its policies in a way, which fairly balances the needs of the individual and Vistech Services.

Vistech Services will recognise, respect and value difference and diversity.

In partnership with its employees and stakeholders, Vistech Services will work hard to meet its obligations under the relevant anti-discrimination legislation, codes of practice and good practice guidelines.

### **Monitoring**

(a) It is the responsibility of the Managing Director to ensure that all aspects of this policy are kept under review and are operated throughout the organisation.

(b) Where it appears that applicants/employees are not being offered equal opportunities, circumstances will be investigated to identify any policies or criteria, which exclude or discourage certain employees and, if so, whether these are justifiable.

(c) Breaches of our equality diversity and inclusion policy will be regarded as misconduct and could lead to disciplinary proceedings.

### **Grievances and victimisation**

(a) Vistech Services emphasises that discrimination is unacceptable conduct, which may lead to disciplinary action under the organisation's Disciplinary Procedure.

(b) Any complaints of discrimination will be pursued through the organisation's Grievance Procedure.

### **Grievance Procedure**

It is important that should any employee feel dissatisfied with any matter relating to this Policy that they have an immediate means of raising such dissatisfaction for resolution. Often informal discussions with the employee's Managing Director will enable the area of dissatisfaction to be resolved. However, the employee may wish for the grievance to be recorded and formally investigated.

All such recorded Grievances, received by the Company, from any employee will be thoroughly investigated and considered in a fair, non-discriminatory manner by a panel of senior members of staff designated with the responsibility for the investigation by the Managing Director.

All employees are provided with a copy of the Company's Equality Diversity and Inclusion Policy during their Induction Training Session. All employees are also advised as to the availability of an employment handbook in which they will find procedures relating to discipline, dismissal and the grievance procedure should they feel that they have been in any way victimised, harassed or discriminated against by the Company or other employees.

The company disciplinary process can be found in the Employee Handbook.

### **Implementing the policy**

In applying this policy, Vistech Services recognises its obligations under relevant employment and equality law and Codes of Practice. However, Vistech Service's policy is not just about legal compliance but goes wider. Vistech Services will be proactive in promoting its commitment to equality and diversity and to being a good employer.

Vistech Services will:

- Communicate and ensure the policy is available to all employees and interested parties.
- Provide appropriate training.
- Allocate clear responsibilities.

## **Responsibility**

The Managing Director has overall responsibility for ensuring the implementation of the Company's Equal Opportunities Policy. Each Director/Manager has responsibility for ensuring successful implementation of the policy within the company and all Vistech

Services employees have a responsibility to contribute to its success by ensuring behaviours support the principles laid out in the policy.

Vistech Services will not tolerate acts breaching our policy. Any breaches will be fully investigated and may be subject to Vistech Services disciplinary procedure.

Vistech Services will regularly check its progress by using workforce monitoring and equality performance indicators.

## **Working Together**

Vistech Services is opposed to any form of harassment or bullying on any grounds. Vistech Services' aim is to create an environment where all employees are treated with dignity and respect and to provide a supportive working environment. Vistech Services will:

- Ensure that all employees have access to its comprehensive Policy and Procedure on Harassment and Bullying, its Grievance Procedure and Code of Conduct
- Monitor complaints to check that policy and procedure is working.

All Vistech Services employees have a responsibility to behave in a way that is respectful to other colleagues and to understand that individual views and opinions may vary. Any act of unlawful discrimination, victimisation, bullying or harassment by Vistech Services employees, in the course of their employment (whether against fellow employees, customers or other interested parties) will be dealt with as misconduct under Vistech Services grievance and/or disciplinary procedures, with appropriate action taken. This will include any failure to comply with the terms of this policy. Particularly serious complaints could result in Gross Misconduct which may lead to dismissal without notice. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts or interested parties) on social networks and on work related business or events.

### *Examples of Personal Harassment*

Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:

- Insensitive jokes and pranks
- Lewd or abusive comments about appearance
- Lewd email or photographic reference
- Deliberate exclusion from conversation
- Displaying abusive or offensive writing or material
- Unwelcome touching
- Abusive, threatening, or insulting words or behaviour

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.

## **Vistech Services – Equal Opportunities in Service Delivery**

### **Our Commitment**

Vistech Services provides a unique and diverse range of services to its customers and are committed to being proactive in providing services fairly and with dignity and respect to all its potential customers and other interested parties, promoting equality, diversity, and inclusion for all.

### **Assessing the use and impact of our services**

Vistech Services will assess the take up of services so it can check that all parts of its community have access to its services. This will help Vistech Services plan services and target our resources effectively.

### **Breach of Policy**

Vistech Services will take seriously any instances of non-adherence to the Equality and Diversity policy by staff, stakeholders, associates or visitors. Any instances of non-adherence will be investigated and where appropriate will be considered under the relevant disciplinary policy. With regard to any breach of the policy by visitors, the directors will take the appropriate action in relation to the nature of the incident.



This policy is fully supported by Vistech Services Senior Management and will be reviewed (annually as a minimum) and monitored as part of the Vistech Services Management Review process to ensure it remains relevant and current.



Chris Taylor  
Managing Director

Reviewed: 07/12/2023  
Next Review date: Management review in 2024