

Introduction

At Enhance Business Communications we are passionate about equality and diversity because we know that doing the right thing is good for our clients and good for us.

We believe that our greatest responsibility is to be a successful company based on the underlying principles of equality, fairness, social inclusion and human dignity. That is the best way of fulfilling our obligations to our customers, shareholders, colleagues and the world at large. We see the diversity of our employees as an asset to our company.

We will:

- Ensure that all of our services, employment and training opportunities are accessible to all people
- Eradicate all forms of unlawful discrimination – individual and institutional, witting and unwitting. As necessary we will take positive action to tackle potential unlawful discrimination
- Challenge and take action to tackle the systematic beliefs about different groups in society such as racism, sexism, homophobia, disability, ageism and religious discrimination
- Value, respect and celebrate individual and group diversity
- Rationale for the equality and diversity policy

There are three inter-related reasons for our equality and diversity policy:

- **Moral and Social** - it is morally and socially wrong to unfairly discriminate on any grounds
- **Legal** - a variety of laws require employers and service providers not to unfairly discriminate
- **Business** - moral and legal reasons for equality and diversity are good for business in and by themselves. For example many people will not want to do business or work for an organisation with a bad reputation around diversity, whether in relation to diversity insensitive services or employees being discriminated against. There is also a growing body of evidence showing the business and employment benefits including: improved performance, access to new markets, access to new recruitment pools, improved reputation and reduction in turnover

Scope of the Policy

This policy covers our commitment to tackle inequality and promote good practice in relation to employment, service delivery and decision making covering all people.

Service Delivery - Meeting Client Requirements

At EBC we are determined that equality and diversity underpin all the services we deliver for our clients. We will ensure that services are accessible in the widest possible sense of the word (including physical and communication) recognising different needs and individual choice.

Employment

We will ensure equality and diversity in all aspects of employment policy and practice. This means ensuring all our policies, procedures and practices are diversity friendly and positively address equality of opportunity in relation to recruitment, selection, training, development, promotion and exit.

Decision Making

We recognise that our employees are our biggest asset and that the delivery of excellent services requires the full engagement of staff throughout all aspects of our business. We will ensure that appropriate systems are in place to empower and encourage employees to have real involvement in decision making.

Implementation

We will ensure that:

- The equality and diversity policy and priorities are integrated into our overall business plan.
- Specific programmes of equality and diversity action to develop and strengthen services to meet the needs and expectations of clients and employees.
- Continually monitor performance, review our business plans and equalities action plans to ensure that we are making progress and taking necessary remedial action.
- Respect and value all our staff, provide them with the skills and training to do their jobs and achieve their full potential in the context of this policy.
- Rights and responsibilities

Employees

All EBC employees, at every level, have an individual responsibility for the achievement of equality and diversity at work and in the services provided to clients. To achieve this, employees must understand the policy and be clear about its implications. These individual responsibilities under the law include:

- Not to discriminate unlawfully in any matter of employment or service delivery against anyone.
- Not to induce or attempt to induce any other employees to unlawfully discriminate.
- Not to harass, abuse, intimidate or victimise other employees or customers.

Breaches of this policy will be treated as misconduct - and will be dealt with under the disciplinary procedure.

All employees have the right to be treated fairly, free from prejudice, stereotyping and unlawful discrimination. If an employee feels that they are not being treated fairly under the equality and diversity policy, they should contact:

- Their manager, or the next tier manager.

The above will take grievances seriously, treat information confidentially, investigate fully as necessary and ensure that no victimisation of any of the parties takes place.