

EQUAL OPPORTUNITIES POLICY

Introduction

This Policy applies to the Mantra Services Limited workforce within we are committed to eliminating discrimination and promoting equal opportunity.

We will encourage, value and manage our diverse workforce and aim to ensure equality and respect for all.

We will show existing and potential employees the behaviours and attitudes we expect from them, what is not acceptable and what they can expect of Mantra Services Limited.

We aim to provide equality and fairness to all potential and existing employees in our employment practices and will not discriminate on the grounds of gender (including sex, marital status or gender re-assignment), race (including ethnic origin, colour and nationality), disability, sexuality, religion or belief and age. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude, ability, attitude, values and behaviours.

All employees will be encouraged to develop to their full potential, the talents and resources of the workforce will be fully utilised to maximise the efficiency of Mantra Services Limited, within the limit of the opportunities which may exist.

We aim to employ a workforce that is representative of the communities in which we work.

Definitions

Direct Discrimination – is defined as treating an individual differently to their colleagues as a direct result of their race, colour, religion, nationality, ethnic origin, sex, sexual orientation, age, marital status, responsibility for dependants, disability, political or personal convictions or membership of a trade union.

Indirect Discrimination – applies when a requirement or condition that intentionally or not, has an adverse effect on a particular group which cannot be justified. This applies to discrimination on the grounds of race, colour, religion, nationality, ethnic origin, sex and sexual orientation, age, marital status, and responsibility for dependants, disability, political or personal convictions and membership of trade unions.

Objectives

- ☐ To optimise business performance through people by recognising, managing and utilising employee diversity.
- ☐ To value everyone as an individual recognising that everyone is different and everyone had different needs at work.
- ☐ To respect people's differences and treat everyone with dignity and respect.
- ☐ To support every individual to achieve their potential.
- ☐ To create a culture in which everyone feels valued as an individual and is motivated to give their best in their jobs
- ☐ To comply with legislation and to demonstrate best practice.
- ☐ To ensure the people we recruit have the behaviours and attitudes to deliver services that meet the needs of our business.

Principles

For the business, equal opportunities play an essential role in tackling skills shortages, helping us to retain knowledge and experience, widening the recruitment base and attracting more business. Through putting the equal opportunities policies into action they have the benefit not only of compliance with the law, but also enjoy a number of other advantages including;

- ☐ Reduced staff turnover which ultimately means savings in recruitment costs and training, leading to an improvement in motivation and performance which in turn, can reduce turnover levels.
- ☐ A broadening of the "talent base" which develops people's abilities faster and further and opens up the potential for new and flexible approaches.
- ☐ A healthy and productive working environment.
- ☐ An improved corporate image with prospective employees and customers.

Legislation and Codes

Employees rightly expect to be treated fairly and considerately and this expectation is generally supported by the law; Mantra Services Limited is committed to and will vigorously enforce this Equal Opportunities Policy and its compliance with the principles of the relevant and up to date legislation.

Responsibility

Mantra Services Limited will make this policy available to all of its employees and will take whatever reasonable steps are necessary to ensure that it is fully implemented and monitored.

Responsibility is with the Directors for the introduction and monitoring of the Policy.

Full training on the Company's Equal Opportunities Policy will be given to all employees of Mantra Services Limited who, in carrying out their day-to-day duties, are required to manage other members of staff (Line Managers). All employees also have a responsibility for ensuring its effective implementation. In this respect, employees should:

- ☐ co-operate with any measures introduced to develop equal opportunities;
- ☐ refrain from taking discriminatory actions or decisions which are contrary to either the letter or spirit of this policy;
- ☐ not harass, abuse or intimidate other employees contrary to any of the grounds identified in this policy;
- ☐ not instruct, induce, or attempt to induce or pressurise other employees to act in breach of this policy.

Breaches of the Company's Equal Opportunities Policy and procedures may result in the Company's disciplinary procedure being invoked against the individuals responsible or involved.

Communication

This policy will be made available to any employee on request. Any complaints received from employees who feel that contrary to this policy they have been harassed or discriminated against will be dealt with through the Company Grievance procedure.

Recruitment and Selection

Mantra Services Limited will recruit from all sectors of the community and will seek to ensure wherever possible that the composition of its workforce reflects the diversity of the communities in which it operates.

Mantra Services Limited will provide equal opportunity to all employees and job applicants in all areas of the employment relationship, from advertising, recruitment and selection, training, conditions of service to termination of employment. No employee or job applicant will be more or less favourably treated than another on the grounds of gender, race, ethnic origin, nationality, colour, marital status, sexual orientation, age, disability, religious beliefs or trade union membership.

Job descriptions will include details of the main requirements of the job and will be objective and job related. The wording will not exclude members of potentially disadvantaged groups. All advertisements, application forms and other recruitment material will clearly state that we are an equal opportunities employer.

Selection will be based solely on merit related to the effective performance of the job. Each individual will be assessed against a set of objective, non-discriminatory criteria which will be directly related to the demands of the particular vacancy in order to ensure the best possible candidate for the role. Mantra Services Limited will ensure that employees responsible for selection receive appropriate guidance, in order that they do not discriminate, whether consciously or unconsciously, when making these decisions.

Promotion

Appointment and promotion within Mantra Services Limited will be determined solely on merit related to the effective performance of the job. Applicants for promotion will be considered only on the basis of their skill, aptitude, experience and suitability for the vacancy in order to ensure the best possible candidate for the role.

The Company will however consider enlarging the pool of applicants for promotion where this proves necessary to ensure that, in accordance with its Equal Opportunities Policy the pool of applicants is capable of fairly representing all sectors of the population.

Training

Mantra Services Limited provides training opportunities for all employees. Training is aimed at developing individual employees, improving their ability to do their jobs more effectively and, in turn, improving the efficiency of the company.

All employees are eligible to participate in appropriate training and development programmes and will be provided with relevant training assistance to help them compete, on an equal basis, for job opportunities and promotion.

Terms and Conditions of Employment

All employees will receive the same standard terms and conditions of employment as detailed in the company handbook. No individual will be treated more or less favourably than another on the grounds of race, colour, religion, nationality, ethnic origin, sex or sexual orientation, age, marital status, responsibility for dependants, disability, political or personal convictions and membership of trade unions.

All employees will be treated in a fair and consistent manner with regard to equal pay, training, promotion, flexible and part time working, discipline, redundancy and dismissal.

Harassment

Harassment can be defined as unwanted and/or uninvited behaviour towards an employee as either a direct or an indirect result of their race, colour, religion, nationality, ethnic origin, sex and sexual orientation, age, marital status, and responsibility for dependants, disability, political or personal convictions and membership of trade unions. Harassment including discrimination will not be tolerated and a member of staff who harasses or discriminates against an employee, client or customer of Mantra Services Limited will be subject to the Company's disciplinary procedure which may result in summary dismissal.

Termination of Employment

The decision to terminate an individual's employment through either redundancy or retirement will be made after the implementation of the respective company procedure. Mantra Services Limited will not use the individual's race, colour, religion, nationality, ethnic origin, sex and sexual orientation, age, marital status, and responsibility for dependants, disability, political or personal convictions and membership of trade unions as a basis for the decision or in any part of the decision making process.

Complaints Procedure

Any employee who believes that he or she has been discriminated against contrary to the spirit of this policy can pursue a complaint through the Company's Grievance Procedure. Every complaint will be investigated and dealt with quickly, sympathetically and without bias. Individuals who make a complaint in good faith will not suffer any further detriment or be victimised as a result of making such a complaint. Full details of the Mantra Services Limited

Grievance

Procedure can be found in the company handbook. Accordingly any member of staff who, contrary to this policy is found to have discriminated against another employee, either directly or indirectly will be subject to the Mantra Services Limited Disciplinary Procedures for Misconduct which may result in their summary dismissal from the company. Full details of the Company Disciplinary Procedure, including examples of Gross Misconduct can be found in the company handbook.

Monitoring

Mantra Services Limited will regularly monitor the effectiveness of the Equal Opportunities Policy to ensure that it is achieving its stated aims. To this end, all employees will be asked to provide information that denotes their sex, ethnic origin, nationality, age, marital status, responsibility for dependants and any disability. The Company undertakes that this information will only be used for the purpose of monitoring the effectiveness of its equal opportunities policy. Should any failings in the application of this

policy or any inequalities become apparent, positive action will be taken to redress the situation through the activities of the working party.

Definitions

Disability A physical or mental impairment which has a significant long-term effect on an individual's ability to carry out normal day-to-day activities

Ethnicity Groups regarded as distinct by virtue of certain essential characteristics – a shared history and cultural tradition. Also groups defined by colour, race or national origin.

Gender Often used interchangeably with the word sex

Gender reassignment or Transsexual A process which is undertaken under medical supervision to reassign a person's gender by changing physiological or other characteristics associated with gender

Sexual orientation An individual's attraction to either people of their own sex, the opposite sex or both

Genuine Occupational Requirements Where legislation can be challenged to allow for circumstances where a person's sex, racial group, religion or sexual orientation can be specified as a genuine occupational requirement for a particular job, e.g. a model

Harassment Unwanted and unacceptable behaviour, as defined by either the individual or the employer, which results physical or mental distress to the recipient. This includes verbal abuse, racist/ sexist jokes, inappropriate remarks, leering, physical contact, sexual advances, ridicule or isolation

Victimisation The unlawful discrimination against a person who has made an accusation of discrimination in good faith

Direct Discrimination Occurs when a person suffers a detriment due to being treated less favourably than other people because of personal attributes such as race, colour, religion, nationality, ethnic origin, sex, sexual orientation, age, marital status, responsibility for dependants, disability, political or personal convictions or membership of a trade union

Indirect Discrimination Applies when a requirement or condition that, intentionally or not, has an adverse effect on a particular group which cannot be justified. This applies to discrimination on the grounds of race, colour, religion, nationality, ethnic origin, sex and sexual orientation, age, marital status, and responsibility for dependants, disability, political or personal convictions and membership of trade unions

Positive Action Refers to measures that may lawfully be taken to meet special needs or train or encourage people from a specific group that is under-represented in particular work.

Signed



Director
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