



Document Title Equality Diversity and Inclusion Policy

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Approval Richard Parnell – Chief Executive Officer

A handwritten signature in black ink, appearing to read "R. Parnell", is shown on a white rectangular background.

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2023-v1.1	14/02/2023	Summary amendment
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Summary

Total Security Protection Ltd, subsidiary, and affiliated companies (referred to in this Policy as "the Company") values a diverse workforce and the contribution each individual makes. We are committed to promoting inclusivity, equality and diversity in our policies, practices and procedures.

This policy applies to the Company's dealings with all its people as well as others engaged by, or who work with the Company including, for example, clients, job applicants and other third parties.

Contents

1.0	Policy Statement.....	3
2.0	Regulation and Legislation.....	3
3.0	Types of Discrimination	3
3.1	Direct Discrimination	3
3.1.1	Protected Characteristics.....	3
3.2	Indirect Discrimination	4
3.3	Discrimination arising from Disability	4
3.4	Harassment.....	4
3.5	Victimisation	4
4.0	The Extent of the Policy	5
4.1	Recruitment, Advertising and Selection	5
4.1.1	Recruitment.....	5
4.1.2	Advertising	5
4.1.3	Selection	5
4.2	Equal Pay.....	6
4.3	Training and Development.....	6
5.0	Terms and Conditions of Work.....	6
6.0	Appropriate Behaviour.....	7
6.1	Acting on Discriminatory Behaviour	7
7.0	Promoting and communicating equality and diversity	7
8.0	Implementing the Policy.....	8
8.1	Responsibility and Implementation	8
8.2	Complaints of Discrimination.....	8
8.3	Monitoring and Evaluation	9

1.0 Policy Statement

The Company is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination and with the same attention, courtesy, and respect regardless of their age, race, sex, religion or beliefs, disability, pregnancy, and maternity, marital or civil partnership status, gender reassignment, or sexual orientation. These will be referred to in this policy as the "protected characteristics"

This Policy aims to remove unfair and discriminatory practices within the Company and to encourage full contribution from its diverse community. The Company is committed to actively opposing all forms of discrimination.

The Company also aims to provide a service that does not discriminate against its clients and customers in the means by which they can access the services and goods supplied by the Company.

The Company believes that all employees and clients are entitled to be treated with respect and dignity.

2.0 Regulation and Legislation

In developing and implementing this policy, the Company is committed to complying with the Equality Act 2010 and codes of conduct in relation to equality and diversity and with all applicable anti-discrimination legislation and any other associated codes of practice, and/or any local legislation.

3.0 Types of Discrimination

Discrimination can take a variety of forms including direct discrimination, indirect discrimination, harassment, victimisation and, for those with a disability, discrimination arising from disability and a failure to make reasonable adjustments

3.1 Direct Discrimination

This occurs when a person or a policy intentionally treats a person less favourably than another on the grounds of protected characteristics.

3.1.1 Protected Characteristics

The following are protected characteristics under the Equality Act 2010 (the "Act"):

- Age
- Race (including colour, nationality and ethnic or national origins)

- Sex
- Religion or belief
- Disability
- Pregnancy and maternity
- Marriage and civil partnership
- Gender reassignment
- Sexual orientation

3.2 Indirect Discrimination

This is the application of a policy, criterion, or practice which an employer applies to all employees, but which is such that:

- It is detrimental to a considerably larger proportion of people from the group that the person the employer is applying it to represents;
- The employer cannot justify the need for the application of the policy on a neutral basis; and
- The person to whom the employer is applying it suffers detriment from the application of the policy.

Example: A requirement that all employees must be 6ft tall if that requirement is not justified by the position would indirectly discriminate against employees with an oriental ethnic origin, as they are less likely to be able to fulfil this requirement.

3.3 Discrimination arising from Disability

Occurs where a person is treated unfavourably because of something arising in consequence of their disability and that treatment is not justified.

Reasonable adjustments must be made to give the disabled person as much access to any services and ability to be employed, trained, or promoted as a non-disabled person.

3.4 Harassment

Occurs when unwanted conduct related to a relevant protected characteristic takes place with the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Harassment may involve physical acts or verbal and non-verbal communications and gestures.

3.5 Victimisation

Occurs when an employer subjects a person to a detriment because the person has carried out (or the employer believes they have or may have carried out) what is referred to as a 'protected act'. A protected act includes:

- Bringing proceedings under the Act
- Giving evidence or information in proceedings brought under the Act
- Doing anything which is related to the provisions of the Act
- Making an allegation that another person has done something in breach of the Act

4.0 The Extent of the Policy

The Company seeks to apply this Policy in the recruitment, selection, training, appraisal, development, and promotion of all employees. The Company offers goods and services in a fashion that complies with the spirit of this Policy.

4.1 Recruitment, Advertising and Selection

4.1.1 Recruitment

The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of relevant experience, abilities, and qualifications. The Company is committed to applying this policy statement at all stages of recruitment and selection.

4.1.2 Advertising

Advertisements will encourage applications from all suitably qualified and experienced people. When advertising job vacancies, in order to attract applications from all sections of the community, the Company will, as far as reasonably practicable:

- Ensure advertisements are not confined to those publications which would exclude or disproportionately reduce the numbers of applicants of a particular gender, sexual orientation, age, religion, or racial group.
- Avoid prescribing any unnecessary requirements which would exclude a higher proportion of a particular gender, sexual orientation, age, religion, or racial group or which would exclude job applicants with a disability.
- Omit prescribing any requirements as to marital or civil partnership status
- Where vacancies may be filled by promotion or transfer, they will be published to all eligible employees in such a way that they do not restrict applications from employees of any particular gender, sexual orientation, age, religion, or racial group or from employees with a disability.
- All recruitment agencies acting for the Company align with our equality and diversity requirements and their own requirement not to unlawfully discriminate.

4.1.3 Selection

The selection process will be carried out consistently for all jobs at all levels. All applications will be processed in the same way. The staff responsible for short-listing, interviewing, and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application.

- Wherever possible, all applicants will be interviewed by at least two interviewers and all questions asked of the applicants will relate to the requirements and competencies of the job.
- The selection of new staff will be based on the job requirements and the individual's suitability and ability to do, or to train for, the job in question.
- With disabled job applicants, the Company will have regard to its duty to make reasonable adjustments to work provisions, criteria, and practices or to work premises in order to ensure that the disabled person is not placed at a substantial disadvantage in comparison with persons who are not disabled.
- If it is necessary to assess whether personal circumstances will affect the performance of the job (for example, if the job involves unsociable hours or extensive travel), this will be discussed objectively, without detailed questions based on assumptions about race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status, disability, children and/or domestic obligations.

4.2 Equal Pay

The Company is committed to equal pay in employment. It believes its male and female employees should receive equal pay for like work.

4.3 Training and Development

All employees will have equal access to training and other career development opportunities appropriate to their experience and abilities. They will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.

Promotion within the Company is made without reference to any of the protected characteristics and will be based solely on merit.

The Company may take appropriate positive action (as permitted by the anti-discrimination legislation) to provide special training and support for groups which are under-represented in the workforce and encourage them to take up training and career development opportunities.

5.0 Terms and Conditions of Work

Working arrangements such as working hours, maternity and other leave arrangements, performance reviews and any other conditions of employment will not unlawfully discriminate

against any employee in a way that cannot be justified on the basis of the protected characteristics.

Where appropriate, the Company will endeavour to provide appropriate facilities and working arrangements which consider the specific needs of employees which arise from their having any of, or being associated with, the protected characteristics.

6.0 Appropriate Behaviour

It is expected that everyone in the Company will conduct themselves in an appropriate manner, which can be characterised by:

- Treating others with dignity, trust and respect
- Having an awareness of the effects our behaviour may have on others
- Working collaboratively to achieve objectives
- Communicating openly and honestly, clearly stating what we mean and what we expect of others
- Giving and receiving constructive feedback as part of normal day-to-day activities, that is evidence based and delivered appropriately
- Starting from the assumption that everyone is working to the best of their abilities, taking account of their current stage of their professional development

Unacceptable behaviour (including bullying, harassment and victimisation) may involve actions, words or physical gestures that could reasonably be perceived to be the cause of another person's distress or discomfort. Unacceptable behaviour does not have to be face-to-face; any may take many forms such as written, telephone or email communications or through social media.

All employees are expected to set an appropriate standard of behaviour, led by example, and ensure that those they manage adhere to the policy and promote our aims and objectives in relation to equal opportunity, diversity, and inclusion.

6.1 Acting on Discriminatory Behaviour

In the event that an employee is the subject or perpetrator of, or witness to, discriminatory behaviour, please refer to the Company's Employee handbook on disciplinary and grievance procedures.

7.0 Promoting and communicating equality and diversity

This policy is published on the Company's intranet and is also available to job applicants on request. In addition, diversity, inclusion and equality training is provided on a regular basis.

All those who act on the Company's behalf will be informed of this policy and will be expected to comply with it.

In all its dealings, with clients and other third parties, the Company will seek to promote the principles of diversity, inclusion, and equality.

The Company will make every effort to reflect its commitment to diversity, inclusion and equality in its marketing and communication activities where appropriate.

8.0 Implementing the Policy

8.1 Responsibility and Implementation

The Chief Executive Officer supported by the Senior Management Team have overall responsibility for the effective implementation and operation of this policy.

All employees have a duty to co-operate with the Company to ensure that this policy is effective in ensuring equal opportunities and in preventing discrimination, harassment, or bullying.

Line managers are responsible for ensuring they actively promote equal opportunity within the departments for which they are responsible.

Acts of unlawful discrimination by employees or others may result in disciplinary action, which in serious cases could result in summary dismissal. Please see our Disciplinary Procedure for more information. Failure to comply with this policy will be treated in a similar fashion.

Acts of unlawful discrimination by those acting on behalf of the Company will lead to appropriate action, which may include termination of services where appropriate.

8.2 Complaints of Discrimination

The Company will investigate all complaints of unlawful discrimination made by employees, clients or other third parties in relation to the Company and take action where appropriate.

All complaints will be investigated in accordance with the Company's grievance or complaints procedure and the complainant will be informed of the outcome.

There will be no victimisation or retaliation against employees who complain about discrimination.

However, making a false allegation deliberately and in bad faith will be treated as misconduct and dealt with under the Company's disciplinary procedure as detailed within the Employee Handbook.

8.3 Monitoring and Evaluation

The Company will regularly monitor the effects of selection decisions and HR practices and procedures in order to assess whether equal opportunity and dignity at work are being achieved. This will also involve considering any possible indirectly discriminatory effects of its working practices. If changes are required, the Company will implement them. The Company will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.