



HOLLYWELL

Diversity and Equalities Policy

Introduction

This policy aims to outline Hollywell Building Services commitment to ensuring equality of opportunity and equal treatment for staff, workers, sub contractors, and customers in terms of employment and access to services; and to provide guidance on anti-discriminatory practice. This policy is non-contractual.

Scope

The policy applies to employees directly employed by Hollywell Building Services, to workers employed via agencies, sub-contractors and customers in terms of service provision. The policy applies specifically to discrimination and equality of opportunity in respect of 'protected characteristics' as defined in the Equalities Act 2010:

- (a) Age
- (b) Disability
- (c) Race
- (d) Sex
- (e) Religion or cultural beliefs
- (f) Gender reassignment
- (g) Marital status and civil partnership
- (h) Sexual orientation
- (i) Pregnancy and maternity

The policy applies across the range of employment policies and practice, including those relating to Discipline, Grievance, Harassment and Complaints.

Responsibilities

Hollywell Building Services values its staff, contractors, workers, sub contractors and customers, and expects them to be treated in a respectful manner. Accordingly, all have a responsibility to treat others with dignity and respect. The Managing Director is responsible for providing advice and guidance on equality and diversity issues, and to ensure the Policy document is kept up to date.

Aims

As one of Hollywell Building Services core values is “Ethical Behaviour”, Hollywell Building Services aims to:

- Promote equality of opportunity
- Celebrate and value diversity
- Eliminate unlawful direct and indirect discrimination

Hollywell Building Services will provide equality of opportunity and equal treatment as an integral part of good practice. The organisation is committed to a working environment in which the contribution and needs of everyone are fully valued and recognised. We will support our staff, workers, and sub-contractors in not tolerating any inappropriate, violent or abusive behaviour from colleagues, other organisations or customers.

General purpose

Hollywell Building Services practices will ensure that staff, workers, sub-contractors, and customers will not be discriminated against on any grounds including age, disability, race, sex, religion or cultural beliefs, gender reassignment, marital status and civil partnership, sexual orientation, pregnancy and maternity.

Hollywell Building Services commitment to anti-discriminatory practice relates to all kinds of discrimination, as set out below:

- Direct discrimination - where someone is treated less favourably than another because they have a protected characteristic
- Indirect discrimination – when a requirement or a condition is applied which has a detrimental effect on a particular group or individual. This applies even if there was not a deliberate intention to discriminate.
- Associative discrimination – direct discrimination against someone because they associate with another person who has a protected characteristic.
- Perceptive discrimination - direct discrimination against someone because others think they have a protected characteristic even if they do not possess that characteristic.
- Harassment – unwanted conduct related to a protected characteristic which violates a person’s dignity or creates an intimidating, hostile, degrading, humiliating or offensive **environment** for them. This applies even if the conduct is not directed at the individual or if they do not have the protected characteristic.
- Third party harassment – potential liability for the harassment of staff by others such as clients or customers.
- Victimisation – when someone is treated badly because they have made or supported a complaint under the Equalities Act or it is thought that they have done so.

Employment Practices

Hollywell Building Services aims to promote equality and diversity as an employer and to ensure that no job applicant or employee receives less favourable treatment or is disadvantaged by conditions or requirements that cannot be shown to be justifiable in the context of the policy. Selection, recruitment, training, promotion and employment practices will be subject to regular review to ensure that they comply with the Diversity and Equalities Policy. All training opportunities will be published widely to all appropriate employees and not in such a way so as to exclude particular groups. Hollywell Building Services regards discrimination, abuse, harassment, victimisation or bullying of staff, sub-contractors, customers or others in the course of work as disciplinary offences that could be regarded as gross misconduct.

This policy will be reviewed on an on-going basis and amended in line with new developments in Equality and Diversity best practice.

Legislation

We will take all reasonable steps to ensure that we and our staff do not unlawfully discriminate under:

- (j) the Rehabilitation of Offenders Act 1974;
- (k) the Employment Rights Act 1996;
- (l) the Human Rights Act 1998;
- (m) the Part-Time Workers (Prevention of Less Favourable Treatment) Regulations 2000;
- (n) the Fixed-Term Employees (Prevention of Less Favourable Treatment) Regulations 2002;
- (o) the Civil Partnership Act 2004
- (p) the Work and Families Act 2006;
- (q) the Equality Act 2010;
- (r) Race Relations act 1976;
- (s) Disability Equality Duty
- (t) Gender Equality Duty
- (u) Racial equality code of practice for employment
- (v) Sex discrimination act 1975
- (w) Equal Pay act 1970
- (x) Disability Discrimination Act (DDA) 1995 and;
- (y) any other relevant legislation in force from time to time relating to discrimination in employment and the provision of goods, facilities or services.

Complaints and Sanctions

Hollywell Building Services Limited will treat seriously any complaints of unlawful discrimination on any of the stated grounds made by employees, sub-contractors, clients or other third parties and will take action where appropriate.

All complaints made by external parties will be investigated in accordance with Hollywell Building Services Complaints Procedure and the complainant will be informed of the outcome.

In the event of an investigation concerning a complaint against an employee, Hollywell Building Services Grievance Policy and Procedures will be followed and any action necessary dealt with under Hollywell Building Services Disciplinary Procedure.

Complaints will be monitored annually and any outcomes/action recorded.

Glossary

Protected Characteristics

The protected characteristics as listed in the Equality Act 2010 are sex, sexual orientation, marriage or civil partnership, gender reassignment, race, religion or belief, age, disability, pregnancy and maternity.

Disability

Under the Equality Act 2010, a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse affect on their ability to carry out normal day-to-day activities.

Gender reassignment

A transsexual person is someone who proposes to, starts or has completed a process to change his or her gender. The person does not have to be under medical supervision.

Race

Race includes colour, nationality and ethnic or national origins. A racial group can be made up of two or more different racial groups (e.g. Black Britons).

Religion or belief

Under the Equality Act 2010, religion includes any religion. It also includes lack of religion, in other words employees or jobseekers are protected if they do not follow a certain religion or have no religion at all. Additionally, a religion must have a clear structure and belief system. Belief means any religious or philosophical belief or a lack of such belief. To be protected, a belief must satisfy various criteria, including that it is a weighty and substantial aspect of human life and behaviour.

Sexual orientation

Includes bisexual, gay, heterosexual, and lesbian people.

Direct discrimination

Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have (see perceptive discrimination below), or because they associate with someone who has a protected characteristic (see associative discrimination below).

Associative discrimination

This is direct discrimination against someone because they are linked or associated with another person who possesses a protected characteristic.

Perceptive discrimination

This is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic.

Indirect discrimination

Indirect discrimination can occur when you have a condition, rule, policy or even a practice in your company that applies to everyone but particularly disadvantages people who share a protected characteristic and which cannot be justified in relation to the job.

Harassment

Harassment is “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”.

Third party harassment

Harassment of employees by people (third parties) who are not employees of your company, such as clients. Hollywell Building Services has a duty to prevent harassment and may be liable if aware that harassment has occurred on at least two previous occasions and does not take reasonable steps to prevent it from happening again.

Victimisation

Victimisation occurs when an employee is treated badly because they have made or supported a complaint about discrimination or harassment, or raised a grievance under the Equality Act; or because they are suspected of doing so. An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint.

Positive action

Some people with protected characteristics are disadvantaged or under-represented in some areas of life, or have particular needs linked to their characteristic. They may need extra help or encouragement if they are to have the same chances as everyone else. The new positive action provisions held within the Equalities Act 2010 enable service providers to take

proportionate steps to help people overcome their disadvantages or to meet their needs.

This is the current copy of this policy

Signed:

A handwritten signature in black ink, appearing to read 'Bob Stephen', with a long horizontal stroke extending to the right.

Bob Stephen
Managing Director
29th April 2026