

A Rapid Response Security Limited
Equal Opportunities Policy
With Grievance & Disciplinary Procedures
01/04/2019

1. Policy Statement

A Rapid Response Security Limited (“the Company”) is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, colour, nationality, ethnic origin, gender, marital status, disability, religious beliefs, age or sexual orientation. 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. Objectives of this Policy

- 2.1 To prevent, reduce and stop all forms of unlawful discrimination.
- 2.2 To ensure that recruitment, promotion, training, development, assessment, redundancy and service provision are determined on the basis of capability, qualifications, experience, skills and productivity.

3. Designated Officer

Name: M A Rana
Position: Managing Director
Telephone Number 07723324633

4. Definition of Discrimination

Discrimination is unequal or differential treatment which leads to one person being treated more or less favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, colour, nationality, ethnic origin, gender, marital status, disability, religion, age, sexual orientation. Discrimination may be direct or indirect.

5. Types of Discrimination

5.1 Direct Discrimination

This occurs when a person or a policy intentionally treats a person less favourably than another on the grounds of colour, nationality, ethnic origin, gender, marital status, disability, religion, age, or sexual orientation.

5.2 Indirect Discrimination

This is the application of a policy, criterion or practice to a person which the employer would apply to others 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 would indirectly discriminate against employees with an oriental ethnic origin, as they are less likely to be able to fulfil this requirement if that requirement is not justified by the position.

6. Unlawful Reasons for Discrimination

6.1 Gender and Marital Status

It is not permissible to treat a person less favourably on the grounds of their gender or the fact they are married. This applies to both men and women. Sexual harassment of men and women can be found to constitute sex discrimination. For example, asking a woman during an interview if she is planning to have any (more) children constitutes discrimination on the ground of gender.

6.2 Age

It is not permissible to treat a person less favourably because of their age. This applies to people of all ages. This does not currently apply to the calculation of redundancy payments.

6.3 Disability

It is not permissible to treat a disabled person less favourably than a non-disabled person. Reasonable adjustments must be made to give the disabled person as much access to the service and ability to be employed, trained, or promoted as a non-disabled person.

6.4 Race, Colour, Nationality and Ethnic Origin

It is not permissible to treat a person less favourably because of their race, the colour of their skin, their nationality or their ethnic origin.

6.5 Sexual Orientation

It is not permissible to treat a person less favourably because of their sexual orientation. For example, an employer cannot refuse to employ a person because s/he is homosexual, or transsexual.

6.6 Religion or Belief

It is not permissible to treat a person less favourably because of their religious beliefs or their religion.

7. Reasonable Adjustments

The Company has a duty to make reasonable adjustments to facilitate the employment of a disabled person. These may include:

- 7.1 Making adjustments to premises;
- 7.2 Re-allocating some or all of a disabled employee's duties;
- 7.3 Transferring a disabled employee to a role better suited to their disability;
- 7.4 Relocating a disabled employee to a more suitable office;
- 7.5 Giving a disabled employee time off work for medical treatment or rehabilitation;
- 7.6 Providing training or mentoring for a disabled employee;
- 7.7 Supplying or modifying equipment, instruction and training manuals for disabled employees; or
- 7.8 Any other adjustments that the Company considers reasonable and necessary provided such adjustments are within the financial means of the Company.

If an employee has a disability and feels that any such adjustments could be made by the Company, they should contact the Designated Officer.

8. Responsibility for the Implementation of this Policy

The co-operation of all employees is essential for the success of this Policy. However, the ultimate responsibility for achieving the objectives of this Policy, and for ensuring compliance with relevant Legislation and Codes of Practice, lies with the Company. Senior employees are expected to follow this Policy and ensure that all employees, subcontractors and agents do the same.

All employees, subcontractors and agents of the Company are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination on the grounds of race, colour, nationality, ethnic origin, gender, marital status, disability, religion, age or sexual orientation.

Employees may be held independently and individually liable for their discriminatory acts by an Employment Tribunal and ordered to pay compensation to the person who has suffered as

a result of discriminatory acts.

9. Dedicated Grievance Procedure

Informal Procedure

- 9.1 If an employee feels that they have suffered direct or indirect discrimination they are encouraged to attempt to raise and solve the issue informally before commencing the formal procedures detailed below.
- 9.2 Informal steps that may be taken include talking to your manager about the issue, or talking directly to any individual who you feel is responsible for the discrimination. This can be done verbally or by letter, and can be with the accompaniment of a colleague or trade union representative.
- 9.3 If you feel unable to deal with the issue informally, or if informal steps have failed to solve the problem, you should raise the matter according to the formal procedure detailed below.

Formal Procedure

- 9.4 Formal grievances should be detailed in writing, signed and dated, and submitted to the Designated Officer. The Grievance should contain the actions or policy that the employee believes is discriminatory and all relevant facts surrounding the action or policy, including any relevant dates, names and witnesses. The employee should indicate what they feel the Company should do and any other suggestions or information that they believe will assist in resolving the issue. Employees should keep copies of all correspondence for their own records.

Written Statement

- 9.5 Where the Grievance concerns the Designated Officer, it should be submitted instead to the employee's line manager or supervisor or such other person of equal or greater seniority.
- 9.6 If the employee has a union or employee representative they may opt to consult with them about the action or policy, or request assistance with setting out their grievance in writing.

Initial Meeting

- 9.7 The employee will then be invited to a meeting to discuss the grievance (the "Initial Meeting") at a date and time mutually agreed upon, usually no longer than 3 working days after submission of the Grievance in writing.
- 9.8 The purpose of the Initial Meeting is to discuss the employee's Grievance, to explore possibilities to solve the problem at an early stage and to begin the process of investigating the Grievance.

Investigation

- 9.9 Following the Initial Meeting the Company will investigate the matter. The investigation of a discrimination related Grievance will usually include (but is not limited to) the following actions:
- 9.9.1 where relevant, interviewing the person complained against and any witnesses to the incident;
 - 9.9.2 reviewing relevant company policies; and
 - 9.9.3 checking for any history of similar grievances.
- 9.10 The Company reserves the right to consult, involve and/or engage independent experts at any point in the investigation if of the opinion that to do so would result in a fairer and more satisfactory investigation process. Any independent expert will be subject to the same obligations of confidentiality as the Company.

Decision and Written Response

- 9.11 Following the completion of the investigation, and usually within 10 working days of the Initial Meeting, the Company will invite the employee to a second meeting in order to discuss the outcome of the investigation and any action that the Company proposes to take (the "Decision Meeting"). If the investigation continues beyond 10 working days the Company will write to the employee informing them that the grievance is still being investigated and will provide an estimated time of completion for the investigation.
- 9.12 Following the Decision Meeting the Company will issue a written response to the employee's Grievance within 2 working days.

Appeal

- 9.13 If the employee is dissatisfied with the decision they have the right to raise an appeal by submitting a written request to the Designated Officer, which should include any particular reasons for the employee's dissatisfaction with the decision. The appeal request must be submitted within 10 working days of the employee receiving the written response from the Company.
- 9.14 If the employee obtains information or evidence that was not available at any point prior to receiving the Company's written response this information or evidence should be submitted to the Designated Officer at the earliest possible stage in the appeal process.
- 9.15 The Company will invite the appellant employee to another meeting to discuss their Grievance and appeal (the "Appeal Meeting"), to be held usually within 5 working days. The Appeal Meeting and procedure will, where possible, be chaired by a senior manager who was not involved in the initial Grievance Procedure.
- 9.16 At the Appeal Meeting the Company and the employee will discuss the investigation and the decision and the particular grounds for the employee's dissatisfaction. If further investigation is required as a result of new evidence or information, the Company shall be allowed 5 working days to conduct the further investigation. The Appeal Meeting shall be considered closed upon completion of the further investigation and a notice to that effect shall be sent to the employee.

- 9.17 Within 5 working days of the close of the Appeal Meeting the Company shall issue a final written response to the Grievance. The decision resulting from the Appeal Meeting is final and the employee shall have no further rights of appeal.

Records, Accompanying Persons and Confidentiality

- 9.18 The Company shall be responsible for taking notes of the proceedings of each meeting during the Grievance Procedure. Where possible the notes of each meeting should be signed by all parties. Copies of meeting notes will be provided to the employee.
- 9.19 Employees have the right at every stage of the Grievance Procedure to be accompanied to any meeting concerning the Grievance by a colleague or trade union representative. Where the employee is accompanied at any point in the procedure, copies of meeting notes and written responses of the Company shall be copied to the accompanying person.
- 9.20 All Grievances will be handled with as high a degree of confidentiality as is practicable, with special consideration for the often-sensitive nature of Grievances falling under this Policy.
- 9.21 Confidential records of the Grievance will be kept in the employee's personnel file in accordance with Data Protection legislation.

10. Employees engaging in Discriminatory Conduct

- 10.1 Behaviour or actions found to be contrary to this Policy and the general spirit of the laws on which it is based will be considered to be serious disciplinary matters. In the most severe of cases, the employee responsible may face dismissal. Any such employees will have the right to appeal against such a summary dismissal by following the Company Grievance Procedure.
- 10.2 Discrimination leads to an unpleasant and non-productive work environment. No employee has the right to discriminate against another. If an employee is executing Company policy that may be indirectly discriminatory, the Company will not normally hold the employee responsible for any negative effects of that policy. Employees should inform the Designated Officer if they become aware of any discriminatory effects that a policy may have.
- 10.3 If a grievance is received by the Company that cites the actions of an employee as being discriminatory against another member of staff, the Company will send the accused employee a copy of the written complaint and arrange a mutually agreed date for that employee to attend an interview. The Company reserves the right to transfer the accused employee to a different department or location during the investigation process. In the alternative, the Company may suspend the employee on full, partial or no pay during that period.
- 10.4 If the employee is unable to attend the interview they must inform the Company as soon as possible. The Company will re-schedule the interview. If the employee fails to attend the interview and does not have a good reason, this fact will be noted on that employee's record and they may be subject to appropriate disciplinary action.

- 10.5 At the interview the accused employee will be given the opportunity to present their case. The employee may bring another person to the interview. Any evidence or information should be submitted to the Designated Officer in advance of the interview.
- 10.6 Following the interview the matter will be investigated and a decision will be made after considering all relevant evidence and submissions. The employee will be informed of the Company's decision in writing. The employee may be required to attend a training course, move to a different department or to another location within the Company either on a temporary or permanent basis. The employee may receive a caution, final warning or may be dismissed with or without notice depending on the Company's findings.
- 10.7 The employee shall have the right to appeal against the Company's decision. If the employee wishes to appeal they should inform the Company of their intention to do so and the grounds on which their appeal is based in writing within 14 days of the date on the initial decision letter.
- 10.8 If the employee gathers information or evidence that was not available at the time of the first meeting at any point prior to the arrival of the Company's initial decision letter, any such evidence should be submitted to the Designated Officer.
- 10.9 If the employee appeals they will be invited to another interview to discuss the initial decision. Where possible, the Company will seek to provide a new interview panel to consider the facts of the appeal. The employee may bring another person to the appeal interview.
- 10.10 At the meeting the Company and the employee will discuss the original decision. If further investigation is required as a result of new evidence or information, this will be carried out in due course. A written appeal decision will be sent to the employee within 28 days of the disciplinary appeal meeting. If the investigation continues beyond 28 days the Company will write to the employee informing them that the disciplinary appeal is still being considered and will provide an estimated date of completion for the investigation. Upon completion of the investigation into the facts of the disciplinary appeal the employee shall be informed of the decision in writing. This decision is final and the employee shall have no further rights of appeal.

11. Advice and Support on Discrimination

Employees may contact their employee or trade union representative if access to such an individual is possible.

Other contacts include:

Equality and Human Rights Commission

Arndale House
The Arndale Centre
Manchester
M4 3AQ

3 More London
Riverside Tooley Street
London

SE1 2RG

3rd Floor, 3 Callaghan Square
Cardiff
CF10 5BT

The Optima Building
58 Robertson Street
Glasgow
G2 8DU

Telephone (England): 0845 604 6610
Telephone (Wales): 0845 604 8810
Telephone (Scotland): 0845 604 5510

Website: www.equalityhumanrights.com

Citizens Advice Bureau
Middleton House
115-123 Pentonville Road
London
N1 9LZ

Website: www.citizensadvice.org.uk

Community Legal Services Direct

Telephone: 0845 345 4 345
Website: www.clsdirect.org.uk

12. The extent of the Policy

- 12.1 The Company seeks to apply this Policy in the recruitment, selection, training, appraisal, development and promotion of all employees. The Company seeks to ensure that all sub-contractors and agents act in accordance with this Policy. The Company accepts no liability for the actions of sub-contractors and agents. The Company offers goods and services in a fashion that complies with the spirit of this Policy.
- 12.2 This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral or express terms to any contract made with the Company.
- 12.3 The Company reserves the right to amend and update this Policy at any time.

This policy has been approved & authorised by:

Name: M A Rana

Position: Managing Director

Date:

01/04/2019

Signature

A small, rectangular image showing a handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read "R. J. ...".