EQUALITY, DIVERSITY & EQUITY AND INCLUSION (EDEI) POLICY

1. Policy Statement

GreenZone Cleaning & Support Services Limited ("the Company") is committed to promoting equality, diversity, equity and inclusion in all aspects of its business and to providing a working environment and services that are free from unlawful discrimination, harassment, bullying and victimisation.

We believe that a diverse and inclusive workforce strengthens our business, improves decision-making and enables us to deliver high-quality services to our clients. We are committed to treating everyone with dignity, courtesy and respect and to creating an environment where individuals can achieve their full potential.

The Company will comply with the requirements of the UK Equality Act 2010 and all other relevant legislation relating to equality, employment and human rights.

No employee, worker, job applicant, contractor, client or service user will receive less favourable treatment because of:

- Age;
- Disability;
- Gender reassignment;
- Marriage or civil partnership;
- Pregnancy or maternity;
- Race, including colour, nationality and ethnic or national origin;
- Religion or belief;
- Sex;
- Sexual orientation;

or because of any other characteristic protected by law.

The Company will not tolerate any form of direct or indirect discrimination, harassment, bullying, victimisation or unlawful conduct.

2. Definitions

The Company recognises that equality, diversity, equity and inclusion work together to create a fair and respectful workplace.

Equality means ensuring everyone has fair access to opportunities and is not unlawfully discriminated against.

Diversity means recognising, respecting and valuing individual differences and experiences.

Inclusion means creating an environment where everyone feels welcome, respected and able to contribute fully.

Equity means recognising that different people may require different levels of support or reasonable adjustments to achieve fair outcomes.

3. Scope

This policy applies to:

- Directors;
- Employees;
- Agency workers;
- Casual workers;
- Contractors and subcontractors;
- Consultants;
- Volunteers;
- Job applicants;
- Clients and service users;
- Suppliers and business partners where appropriate.

It applies to all aspects of employment and service delivery including:

- Recruitment;
- Selection;
- Training;
- Promotion;
- Career development;
- Terms and conditions of employment;
- Pay and benefits;
- Flexible working;
- Performance management;
- Redundancy;
- Dismissal;
- Provision of services.

4. Our Commitments as an Employer

The Company is committed to:

- Creating a workplace where individual differences and contributions are recognised and valued;
- Providing a working environment free from discrimination, harassment, bullying and victimisation;
- Promoting dignity and respect for all;
- Ensuring recruitment and employment decisions are based on merit, skills, qualifications and business needs;
- Providing equal opportunities for training, development and promotion;
- Making reasonable adjustments for disabled employees and job applicants;

- Supporting employees during pregnancy, maternity, adoption and other family-related leave;
- Supporting employees undergoing gender reassignment with dignity and confidentiality;
- Respecting religious beliefs and cultural practices where reasonably practicable;
- Supporting flexible working arrangements in accordance with legislation and business needs;
- Encouraging an inclusive culture where everyone can contribute and succeed.

Where lawful and appropriate, the Company may take positive action to address disadvantage or underrepresentation in accordance with applicable legislation.

5. Recruitment and Selection

The Company aims to recruit and retain the best people from the widest possible talent pool.

We will:

- Advertise vacancies fairly and inclusively;
- Avoid unnecessary barriers to employment;
- Make reasonable adjustments during recruitment processes where required;
- Base selection decisions on objective job-related criteria;
- Avoid unnecessary personal questions unrelated to the role;
- Provide training to managers involved in recruitment and selection;
- Where practicable, involve more than one decision-maker in recruitment decisions.

6. Disability and Reasonable Adjustments

The Company recognises its duty to make reasonable adjustments for disabled employees, workers, applicants and service users.

Reasonable adjustments may include:

- Adjustments to recruitment processes;
- Changes to working arrangements;
- Accessible communication formats;
- Adjustments to equipment or premises;
- Flexible working arrangements where appropriate.

Employees are encouraged to inform management of any disability or health condition requiring support so appropriate adjustments can be considered.

7. Equal Pay

The Company is committed to the principle of equal pay for equal work, work rated as equivalent and work of equal value.

Pay and reward practices will be based on objective and non-discriminatory criteria.

8. Fixed-Term, Part-Time Workers and Ex-Offenders

Part-time and fixed-term employees will not receive less favourable treatment than comparable full-time or permanent employees unless objectively justified.

The Company will not unlawfully discriminate against individuals because of previous criminal convictions and will consider criminal record information only where relevant and lawful for the role concerned.

9. Unconscious Bias

The Company recognises that unconscious bias can influence workplace decisions.

We are committed to reducing the impact of unconscious bias through:

- Fair and objective recruitment practices;
- Training and awareness programmes;
- Objective performance management;
- Transparent promotion and development opportunities;
- Decision-making based on evidence and job-related criteria.

10. Our Commitment as a Service Provider

The Company is committed to providing services fairly and without discrimination.

We will:

- Deliver services equally and respectfully to all clients and service users;
- Make reasonable adjustments to improve accessibility where required;
- Remove unnecessary barriers to accessing our services;
- Respect the diverse needs of our clients;
- Investigate complaints of discrimination promptly and fairly.

11. Responsibilities

Directors
The Directors have overall responsibility for this policy and for ensuring adequate resources are available for its implementation.

Managers
Managers are responsible for:

- Leading by example;
- Implementing this policy;
- Ensuring fair treatment of employees;
- Addressing concerns promptly;
- Undertaking appropriate equality and diversity training.

Employees and Workers
All employees and workers are responsible for:

- Treating others with dignity and respect;
- Complying with this policy;
- Challenging inappropriate behaviour where appropriate;
- Reporting discrimination, harassment or bullying.

12. Reporting Concerns

Employees, workers, clients and service users are encouraged to report concerns about discrimination, harassment or unfair treatment.

Concerns may be raised through:

- Line management;
- The Company's grievance procedure;
- The Harassment and Bullying Policy;
- Any other appropriate reporting mechanism.

Complaints will be investigated fairly, promptly and confidentially wherever possible.

No individual will suffer retaliation for raising a genuine concern in good faith.

13. Training and Monitoring

The Company will provide appropriate equality, diversity and inclusion training to managers and employees.

Where appropriate and lawful, workforce diversity data may be monitored to help identify barriers to equality of opportunity. Any personal information will be processed in accordance with applicable data protection legislation.

The Company will regularly review its employment practices and procedures to identify and remove unnecessary barriers to equality and inclusion.

14. Breaches of this Policy

Breaches of this policy will be dealt with under the Company's disciplinary procedures.
Serious acts of discrimination, harassment, bullying or victimisation may constitute gross misconduct and could result in disciplinary action up to and including dismissal.

15. Review

This policy will be reviewed annually, or sooner where there are changes in legislation, organisational requirements or identified risks.

The Company is committed to continually improving its equality, diversity, equity and inclusion practices and to fostering a culture where everyone is treated fairly, with dignity and respect.



Dan Sadler – C.E.O
Dated: June 2026