CoreSecure Services Ltd A complete service for your needs	**Doc Code:** CSS-POL-008 **Version:** 1.0 **Created by:** Raza
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Equality, Diversity and Inclusion Policy

1. Policy Statement

Coresecure Services Ltd is committed to promoting equality, diversity, inclusion, and dignity in the workplace and in the delivery of our services.

We aim to create and maintain a working environment in which:

- diversity is valued and respected
- equality of opportunity is actively promoted
- unlawful discrimination, harassment, bullying, and victimization are not tolerated
- all employees, applicants, contractors, clients, and members of the public are treated fairly, with dignity and respect

As a professional security and support services provider, Coresecure Services Ltd recognises the business, social, and ethical benefits of maintaining a diverse and inclusive workforce. We are committed to ensuring our employment practices and service delivery are fair, lawful, and consistent with current UK legislation and best practice.

2. Purpose

The purpose of this policy is to ensure that Coresecure Services Ltd:

- promotes equality of opportunity across all areas of the business
- fosters good relations between people from different backgrounds
- eliminates unlawful discrimination
- supports an inclusive working environment
- ensures fair treatment in recruitment, training, promotion, discipline, grievance, and service delivery
- complies with all relevant UK equality legislation

3. Scope

This policy applies to:

- all employees
- directors and managers
- temporary staff and agency workers
- contractors and subcontractors
- job applicants
- volunteers (if applicable)
- clients, customers, visitors, and service users where relevant

This policy applies to all stages of employment and all work-related activities, including:

- recruitment and selection
- terms and conditions of employment
- pay and benefits
- training and development
- promotion and career progression
- disciplinary and grievance procedures
- dismissal and redundancy
- workplace behavior
- service delivery and client interaction

4. Commitment to Equality and Diversity

Coresecure Services Ltd is committed to ensuring that no individual is treated less favourably because of a protected characteristic or any other unjustifiable reason.

We will promote fair treatment regardless of:

- age
- disability
- gender reassignment
- marriage and civil partnership

- pregnancy and maternity
- race (including colour, nationality, ethnic or national origin)
- religion or belief
- sex
- sexual orientation
- socio-economic background (where relevant to fairness and inclusion)
- language barriers or literacy needs (where reasonably practicable to support)

We will also seek to ensure that our workplace and services are inclusive and accessible wherever reasonably practicable.

5. Our Aims and Principles

Coresecure Services Ltd aims to ensure that:

- all staff work in an environment free from unlawful discrimination, harassment, bullying, and victimization
- all employment decisions are based on merit, competence, suitability, and business needs
- all staff have equal access to opportunities for learning, development, progression, and promotion wherever reasonably practicable
- diversity is recognized as a strength that supports better decision-making, stronger teamwork, and improved service delivery
- employees are treated with dignity, fairness, and respect at all times
- clients and members of the public are treated professionally and without bias

This policy is underpinned by the following principles:

- fairness
- dignity and respect
- inclusion
- accountability
- legal compliance
- zero tolerance of unlawful discrimination

6. Prohibited Conduct

Coresecure Services Ltd will not tolerate:

- direct discrimination
- indirect discrimination
- harassment
- sexual harassment
- victimization
- bullying linked to protected characteristics or any other inappropriate behavior
- discriminatory language, conduct, or decision-making
- retaliation against anyone who raises a concern or supports a complaint in good faith

Any such behaviour may result in disciplinary action, up to and including dismissal, or termination of contract for non-employees.

7. Recruitment, Selection and Employment Practices

Coresecure Services Ltd is committed to fair and transparent recruitment and employment practices.

We will:

- recruit and promote based on ability, qualifications, suitability, and role requirements
- ensure job descriptions and person specifications are relevant and non-discriminatory
- provide equal opportunity in advertising, interviewing, selection, and appointment
- make reasonable adjustments for disabled applicants and employees where required by law
- apply fair procedures in performance management, discipline, grievance, and dismissal
- ensure pay and benefits are applied fairly and consistently

No applicant or employee will be disadvantaged by unjustifiable or unlawful discrimination.

8. Training, Development and Progression

Coresecure Services Ltd will, wherever reasonably practicable:

- provide equal access to relevant training and development opportunities
- support employees to develop their skills and competence
- encourage progression based on merit and business need
- identify training needs related to equality, diversity, inclusion, and respectful conduct
- ensure managers understand their responsibilities under this policy

9. Service Delivery and Client Interaction

As a provider of security and related services, Coresecure Services Ltd expects all staff to deliver services professionally, lawfully, and without discrimination.

Employees must:

- treat clients, customers, visitors, contractors, and members of the public with dignity and respect
- avoid discriminatory conduct, language, or assumptions
- carry out duties fairly and proportionately
- maintain professional behavior in all interactions
- report any discriminatory conduct or concerns immediately

This is particularly important in frontline roles where staff interact directly with the public.

10. Responsibilities

10.1 Director

The Director has overall responsibility for:

- approving this policy
- ensuring its effective implementation and review
- promoting a culture of equality, inclusion, and respect
- ensuring the company meets its legal obligations

10.2 Managers and Supervisors

Managers and supervisors are responsible for:

- implementing this policy in their area of responsibility
- leading by example
- ensuring recruitment, supervision, and employment decisions are fair and lawful
- addressing inappropriate behavior promptly
- supporting staff concerns and complaints seriously and confidentially
- identifying and arranging appropriate staff development where needed

10.3 Employees and Contractors

All employees and contractors are responsible for:

- complying with this policy
- treating others fairly and respectfully
- not engaging in discriminatory, harassing, or bullying behavior
- reporting concerns, breaches, or inappropriate conduct
- cooperating with investigations where required

11. Breach of the Policy

Coresecure Services Ltd will treat any breach of this policy seriously.

Any allegation of:

- discrimination
- harassment
- bullying
- victimization

- failure to follow fair procedures

will be investigated promptly and appropriately.

Where a breach is substantiated, action may include:

- informal resolution
- additional training or supervision
- formal disciplinary action
- dismissal for serious misconduct
- termination of contract for contractors or subcontractors

12. Raising Concerns / Complaints

Any employee who believes they have experienced or witnessed discrimination, harassment, bullying, or victimisation should raise the matter as soon as possible through one of the following:

- their line manager
- a senior manager
- the Director
- the company grievance procedure
- the complaints procedure (where relevant for clients or third parties)

All concerns will be handled as confidentially as possible and investigated fairly.

No one will be treated unfavourably for raising a genuine concern in good faith.

13. Legal and Regulatory Framework

This policy is implemented in line with current UK legislation and best practice, including but not limited to:

- **Equality Act 2010**
- **Human Rights Act 1998**

- **Employment Rights Act 1996**
- **Health and Safety at Work etc. Act 1974** (where relevant to dignity, wellbeing, and safe working environment)
- Any applicable codes of practice issued by the **Equality and Human Rights Commission (EHRC)**

⚠️ Note: This replaces outdated references such as:

- Race Relations Act 1976
- Sex Discrimination Act 1975
- Disability Discrimination Act 1995
- Equal Pay Act 1970
- older EU anti-discrimination regulations

For current UK documentation, the **Equality Act 2010** is the main law to cite.

Signed: 

Date: 04/04/2026