

Diversity, Equity & Inclusion Policy

This policy outlines our commitments and what to do if you experience or witness any unlawful discrimination.

Our mission is to Make Work Better; we are committed to investing in and supporting diversity, equity and inclusion within our organisation and eliminating unlawful discrimination.

Our aim is to be truly representative of all groups within society, and for every team member to feel that they belong, are given every opportunity to thrive, and are respected fully for their opinions.

This policy's purpose is to:

- Provide equality, fairness and respect for everyone in our team, whether temporary, part-time or full-time.
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation.
- Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

Definitions of forms of discrimination:

- **Direct discrimination** - When someone is treated less favourably than another person because of a Protected Characteristic they have or are thought to have)
- **Discrimination by association** - Direct discrimination against someone because they associate with another person who possesses a Protected Characteristic)
- **Perception discrimination** - 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. Indirect discrimination can be justified if you can show that you acted reasonably in managing your business, ie that it is 'a proportionate means of achieving a legitimate aim'.
- **Disability discrimination** - Includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.
- **Harassment** - "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".
- **Sexual harassment** defined similarly to "Unwanted conduct of a sexual nature which has the effect of harassment."
- **Retaliations**

- **Less favourable treatment** to an individual because they submit to or reject sexual harassment or harassment related to sex or gender reassignment
- **Victimisation** or treating someone badly because they have reported, wanted to report or because it is believed that they have done.

Charlie is committed to:

- Investing in and supporting diversity, equity and inclusion throughout our organisation
 - For more details please take the time to read our strategy above
- Creating a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all team members are recognised and valued
- Ensuring that all team members understand they, as well as Charlie, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, during their employment, against other team members, customers, suppliers and the public
- Taking seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow team members, customers, suppliers, the public and any others in the course of the organisation's work activities
- Dealing with the above acts as misconduct under Charlie's grievance and/or disciplinary procedures
 - Details of Charlie's grievance and disciplinary policies and procedures can be found in our handbook, and use of them does not affect a team member's right to make a claim to an employment tribunal within three months of the alleged discrimination
 - Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice, and sexual harassment may amount to both an employment rights matter and a criminal matter
 - Harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence
- Making any decisions concerning team members on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act)
- Reviewing employment practices and procedures when necessary to ensure fairness, and also updating them and the policy to take account of changes in the law
- Monitoring and reporting on certain diversity attributes of the team with the the aim of achieving our commitments set out in our Diversity, Equity and Inclusion strategy
- Monitoring and reporting the number of complaints (grievances) and cases of harassment at Charlie
- Making reasonable adjustments whenever possible for our employees
- Reviewing our Diversity, Equity and Inclusion strategy bi-annually, lead by our Chief of Staff and People and Talent Manager, and setting new goals to take action in addressing any issues

Charlie is committed to:

- employment
- hiring/recruitment

- training
- promotion
- pay incl. pay gap
- termination of the employment
- disciplinary and grievance procedures
- disabilities and commitment to make reasonable adjustments

If you have any thoughts or feedback on how we can be better, please come and chat to our Senior People and Talent Partner who is responsible for monitoring, updating and implementing this policy.

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