



Equality & Diversity Policy

With Grievance & Disciplinary Procedures

Aims of this Policy

Uniserv Enterprises Ltd recognises and values people's differences and will assist them to use their talents to reach their full potential.

The organisation will do all it can to ensure it recruits, trains and promotes people based on qualifications, experience and abilities for all roles within the organisation.

This policy is designed to ensure that Uniserv Enterprises Ltd complies with its obligations under equality legislation and demonstrates our commitment to treating people equally and fairly.

Uniserv Enterprises Ltd is unreservedly opposed to any form of discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation (defined as Protected Characteristics).

Using fair and objective employment practices, the organisation aims to ensure that

- All employees and potential employees are treated fairly and with respect at all stages of their employment.
- All employees (volunteers/service users) have the right to be free from harassment and bullying of any description, or any other form of unwanted behaviour. Such behaviour may come from other employees or by people (third parties) who are not employees of Uniserv Enterprises Ltd, such as customers or clients.
- All employees (volunteers/service users) have an equal chance to contribute and to achieve their potential, irrespective of any defining feature that may give rise to unfair discrimination.
- All employees (volunteers/service users) have the right to be free from discrimination because they associate with another person who possesses a Protected Characteristic or because others perceive that they have a particular Protected Characteristic, even if they do not.

Policy Statement

As an organisation, we value the variety of different views, outlooks and approaches that a diverse workforce bring. This assists us to provide improved services and increase our understanding of our service users/clients. We will do all we can to ensure no one will receive less favourable treatment or is to be disadvantaged by requirements or conditions, which cannot be shown to be justifiable.

This policy has been approved & authorised by:

Name:	Alina Bassan
Position:	Director
Date:	20 th October 2025
Signature:	

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			Version:	01	
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Scope of the Policy

The policy applies to:

- Job applicants
- Employees
- Agency temps
- Students on work experience or placements
- Volunteers
- Service users

The policy applies to all stages of employment including recruitment and selection, promotion and training.

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.

Direct discrimination

Is when an employee or applicant is treated less favourably than someone else because of their:

- sex
- marriage or civil partnership
- gender reassignment
- pregnancy and maternity leave
- sexual orientation
- disability
- race
- religion or belief
- age

and that there is no genuine occupation requirement for it.

People also must not be discriminated against because they are on a part time or fixed term contract

Indirect discrimination

This is where there is a working condition, practice or rule that disadvantages one group of people more than another. In other words it is more difficult for people from one group to comply with the requirement. Even if it is done accidentally indirect discrimination is unlawful. Indirect discrimination is only allowed if it is necessary for the way the business works, and there is no other way of achieving it.

Discrimination arising from disability

This is where a disabled person is treated unfavourably because of something connected to their disability where it cannot be objectively justified. This only applies where the organisation knew or could reasonably be expected to know that the person was disabled.

Associative Discrimination

This is where someone is treated worse than someone else because they are associated with someone with a protected characteristic.

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Perceptive Discrimination

This is where someone is treated worse than someone else because there has been an incorrect assumption that they have a protected characteristic. This applies even if the person does not possess the characteristic.

Third Party Harassment

This is where an employee is harassed by a third party who is not an employee eg volunteers or service users. The organisation becomes liable if it has happened on at least two occasions, that it is aware that it took place and have not taken steps to prevent it happening again.

Responsibilities

Employees and volunteers of Uniserv Enterprises Ltd have a duty to act within this policy, ensure it is followed and to draw attention to any suspected discriminatory acts or practices.

Responsibility for promoting awareness of this policy and monitoring that it is being followed rests with the Company, senior employees are expected to follow this Policy and ensure that all employees, subcontractors and agents do the same.

Breaches of the Equality and Diversity Policy by employees

Breaches of this policy by employees may be dealt with under the disciplinary procedures.

Breaches of the Equality and Diversity Policy by volunteers

Whilst the organisation is potentially liable for any discriminatory acts carried out by its volunteers or staff, the individual who carries out the discriminatory act can also be personally liable.

Employees and volunteers are also personally liable under equality legislation for any act of unlawful discrimination.

Equality and diversity in practice

In carrying out the policy, the organisation will carry out the following actions: (insert actions)

All the following actions are important but you may wish to alter the wording to suit your organisation. Particular attention will be placed on the following:

- Use of selection criteria that does not unlawfully discriminate in recruitment and promotion procedures
- Requiring entry to employment /volunteering or progression within it to be based on merit
- Not discriminating in opportunities for recruitment, training, promotion or transfer of employees or volunteers
- Ensuring that every individual is assessed according to his or her personal capability to carry out a given job/role
- Ensure that all employees are given equal treatment with regard to terms and conditions of employment, provided they do the same or broadly similar work, or work of equal value
- Ensure equal opportunities and non-discrimination in the operation of grievance and disciplinary procedures

Ensure that all relevant requirements of the Equality Act in relation to disability are met and adhered to. This will include making reasonable adjustments to ensure access to employment or volunteering tasks and opportunities.

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Ensure that any amendments to any legislation relating to discrimination are met and adhered to.

Implementation of the policy

All staff and volunteers will be involved in creating an equality environment and one that values diversity

Communications

Communication of the policy to job applicants and employees/volunteers through

- Making available a copy of the policy to prospective applicants
- Ensuring all new starters have the opportunity to discuss the policy with line managers/ colleagues
- Making use of team meetings to discuss the policy and defining areas where practice could be improved
- Providing non- discrimination selection training for managers who are recruiting
- Providing Equality and Diversity training and guidance to staff and volunteers
- Including reference to abiding by the policy in staff terms and conditions/ volunteer agreements
- Incorporating specific responsibilities into job/role descriptions

Working with Partners

In selecting our partners we will consider their commitment to Equality and Diversity by:

- Asking to see their policy
- Asking what they do in practice, including monitoring the policy

Users of our Service

We will make our services accessible by:

- Considering formats for promotional material
- Appropriate use of language/formats/fonts/size
- Considering whether information should be available in alternative formats e.g. easy read /other languages
- Considering locations where the organisation's services are promoted /advertised
- Considering accessibility of locations from which the service is provided
- Considering the diverse make up of our staff/ volunteers in relation to your service users
- Considering the impact of proposed new services on the user group

Monitoring of the Policy

This policy will be monitored to judge to what extent it is working and identify areas for improvement.

Monitoring will relate to both employees/volunteers and to service users and methods used will include:

- Discussions at standard management meetings

Reporting discrimination / potential discrimination

Employees who feel that they have suffered any form of discrimination should raise the issue through the following means:

- It is suggested that in the first instance, any reports by employees or volunteers should be made to their line manager (or where the line manager is implicated, to their peer). Employees will be entitled to follow the organisation's grievance procedure.

Volunteers who feel that they have suffered any form of discrimination should raise the issue through the following means:

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- It is suggested that in the first instance, any reports by employees or volunteers should be made to their line manager (or where the line manager is implicated, to their peer). Employees will be entitled to follow the organisation's grievance procedure.

Service users who feel that they have suffered any form of discrimination should

- By contacting the company directly, All complaints will be treated seriously, promptly and confidentiality.

Employees/volunteers/service users should also use this approach if they feel that they been the subject of harassment from someone who is not an employee of Uniserv Enterprises Ltd.

Uniserv Enterprises Ltd will not tolerate any harassment from third parties towards its employees/volunteers/service users and will take appropriate action to prevent it happening again.

If an employee/volunteer/service user witnesses behaviour that they find offensive in relation to age, marriage or civil partnership, pregnancy and maternity, disability, gender reassignment, race, religion or belief, sex and sexual orientation, even if it is not directed at them they should also use this procedure.

Review

This policy will be reviewed every two years by:

Alina Bassan (Director)

To ensure that it remains up to date and reflects the needs and practices of the organisation.

The policy may also be reviewed if legislation changes or if monitoring information suggests that policy or practices should be altered

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Dedicated Grievance Procedure

Informal Procedure

- 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.
- 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.
- 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

- 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

- Where the Grievance concerns the Designated Officer it should be submitted instead to the employee's Supervisor or such other person of equal or greater seniority.
- 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

- 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.
- 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

- 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:
- where relevant, interviewing the person complained against and any witnesses to the incident;
- reviewing relevant company policies; and checking for any history of similar grievances.
- 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

"Delivering best value in construction to meet the needs of our stakeholders and the business"

- 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.
- Following the Decision Meeting the Company will issue a written response to the employee’s Grievance within 2 working days detailing the outcome of the investigation and any action that is to be taken. The Company shall also inform the employee in writing of their right to appeal if the decision goes against them.

Appeal

- 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.
- 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.
- 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 at a time and place which shall be notified to the employee in advance. The Appeal Meeting and procedure will, where possible, be chaired by a senior manager who was not involved in the initial Grievance Procedure.
- 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.
- The employee shall have a statutory right to be accompanied at the Appeal Meeting.
- Within 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

- 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.
- Employees shall, having made a reasonable request have the right at every stage of the Grievance Procedure to be accompanied to any meeting concerning the Grievance by a colleague suitable certified trade union representative or an official employed by the trade union. 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.
- The companion shall be allowed to support the employee’s case and confer with the employee during the meeting. The companion shall not answer questions on behalf of the employee, address the meeting without the employee’s consent or prevent the Designated Officer from explaining the case.
- 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.

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- Confidential records of the Grievance will be kept in the employee's personnel file in accordance with Data Protection legislation.

Employees engaging in Discriminatory Conduct

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

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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 Advisory and Support Service (EASS)

was commissioned by Government in 2012 to replace the EHRC Helpline, which is now closed. Contact the EASS if you need expert information, advice and support on discrimination and human rights issues and the applicable law, especially if you need more help than advice agencies and other local organisations can provide.

Contact details for the EASS are as follows:

Phone: 0808 800 0082

Text phone: 0808 800 0084

Website: <http://www.equalityadvisoryservice.com/>

Post: FREEPOST Equality Advisory Support Service FPN4431

Opening hours:

09:00 to 20:00 Monday to Friday

10:00 to 14:00 Saturday

Closed on Sundays and Bank Holidays

EHRC main offices

They have offices in Manchester, London, Glasgow and Cardiff.

Please note: the telephone numbers below are not for the helpline.

Please contact the Equality Advisory Support Service if you need advice or information.

London

Fleetbank House, 2-6 Salisbury Square, London EC4Y 8JX (map)

Telephone: 020 7832 7800 (non helpline calls only)

Central minicom number: 020 7832 7880

London Fax: 020 7832 7801.

Please note: the telephone numbers at our main offices are not for the helpline. Please contact the Equality Advisory Support Service if you need advice or information.

Media enquiries

If you work in the media and wish to speak to our press office, please call 0161 829 8102 (out of hours mobile 07767 272 818) or email us at media@equalityhumanrights.com

Website feedback

If you wish to report problems using our website or give us feedback about the site, please use our on line feedback site. <http://www.equalityhumanrights.com/footer/website-feedback/>

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The extent of the Policy

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.

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.

The Company reserves the right to amend and update this Policy at any time.

This policy has been approved & authorised by:

Name:	Alina Bassan
Position:	Director
Date:	20 th October 2025
Signature:	