



Introduction

Heart of Supply Ltd embraces diversity and aims to promote the benefits of diversity and values equality in all of our business activities. We seek to develop a business culture that reflects that belief. We will broaden our recruitment channels to ensure a diverse pool of candidates and employees is reached.

Purpose

This policy outlines our commitment to:

- Promoting equality, diversity and inclusion across all areas of the business.
- Preventing unlawful discrimination, harassment, and victimisation.
- Ensuring compliance with the Equality Act 2010 and industry best practices.
- Supporting clients to meet their own diversity and inclusion targets.

Policy Statements

Promoting Diversity in Recruitment

We strive to:

- Reach a diverse pool of candidates by widening recruitment channels.
- Avoid unnecessary criteria that could indirectly disadvantage certain groups.
- Ensure every candidate is assessed solely on merit, skills, and suitability.
- Never accept discriminatory job specifications or instructions from clients unless legally justified (e.g. occupational requirement).

Protected Characteristics

We do not tolerate discrimination on the basis of any “protected characteristic” under the Equality Act 2010, including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Trade Union Membership

We respect the legal rights of employees, agency workers, and candidates in relation to trade union membership or non-membership.

We will not discriminate against, disadvantage, or treat any individual less favourably because they:

- Are a member of a trade union
- Choose not to be a member of a trade union
- Take part in lawful trade union activities

Types of Discrimination

Direct Discrimination: Treating someone less favourably because of a protected characteristic.

Indirect Discrimination: Applying a provision, criterion or practice that puts someone at a disadvantage and cannot be justified.

Harassment: Unwanted conduct that violates dignity or creates an offensive environment.

Victimisation: Treating someone unfavourably because they've made or supported a discrimination complaint.

Reasonable Adjustments for Disability

We are committed to making reasonable adjustments to remove or reduce barriers for disabled individuals during recruitment and in the workplace. Adjustments may include:



- Accessible interview locations
- Modified application or testing procedures
- Additional support such as readers or interpreters

Harassment and Victimisation

We take all allegations of harassment seriously. Examples include:

- Offensive jokes or comments
- Unwanted sexual advances
- Derogatory visual material
- Threats or retaliation for raising concerns

Reports of harassment or victimisation should be made promptly to HR (for staff) or via complaints@heartofsupply.co.uk (for agency workers). All allegations will be thoroughly investigated.

Gender Reassignment

We support any employee or worker undergoing, planning, or having completed gender reassignment. We will take steps to prevent discrimination and harassment and make role adjustments where needed.

Age Discrimination

We recruit based on skills, experience, and attitude; not age. We avoid specifying age unless required by law or objectively justified (e.g. legal working age or safeguarding compliance).

Recruitment of Ex-Offenders

We comply with the DBS Code of Practice and assess all disclosures fairly. Criminal record information is handled confidentially and considered only where relevant to the role.

Complaints and Monitoring

Heart of Supply Ltd has in place procedures for monitoring compliance with this policy and for dealing with complaints of discrimination. These are available from the company director who can be contacted on jessica@heartofsupply.co.uk and will be made available upon request. Any discrimination complaint will be investigated fully.

Policy Review and Updates

This policy will be reviewed annually or in response to changes in legislation, guidance, or organisational practices. Any updates will be communicated to all staff and agency workers.

All employees and agency workers are expected to familiarise themselves with the latest version of this policy and adhere to its principles in full.