



Equality & Diversity Policy

CCUtilities Ltd recognises that discrimination and victimisation are unacceptable and that it is in the interests of the company, its employees, and its customers to fully utilise the skills and talents of the whole workforce.

It is our aim to ensure that no employee or job applicant receives less favourable treatment (either directly or indirectly) during recruitment, employment, or career progression on the grounds of age, disability, gender or gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation (the “protected characteristics”).

Our goal is that our workforce reflects the diversity of the communities we serve, and that every employee feels respected, supported, and able to give their best.

We oppose all forms of unlawful or unfair discrimination and victimisation. The purpose of this policy is to provide equality, fairness, and respect for all in our employment practices. All employees—whether part-time, full-time, or temporary—will be treated fairly and with dignity. Selection for employment, promotion, training, or any other benefit will be based solely on aptitude and ability.

Every employee will be supported and encouraged to develop their full potential so that the talents and resources of the workforce are maximised to benefit both the individual and the organisation.

Our employees will not discriminate against, or harass, customers, clients, colleagues, or partners because of a protected characteristic in the provision of CCUtilities Ltd’s services. This policy and its arrangements will be operated in accordance with statutory requirements and aligned with guidance from the Equality and Human Rights Commission, government departments, and other relevant statutory bodies.



Our Commitment

- To create an inclusive environment where individual differences and contributions are valued.
- To ensure all employees work in an atmosphere that promotes dignity, respect, and fairness.
- To uphold a zero-tolerance approach to bullying, harassment, or intimidation.
- To provide equal access to training, development, and progression opportunities.
- To embed equality into our workplace culture as a sound business practice.
- To review employment practices and procedures regularly to ensure fairness and compliance.
- To treat breaches of this policy as misconduct, subject to disciplinary action.
- To ensure this policy is fully supported by the Senior Management Team.
- To monitor and review the policy annually.

Responsibilities of Management

The responsibility for effective implementation of this policy rests with the CEO, Directors, and Senior Management Team of **CCUtilities Ltd**, who will:

- Ensure all managers and staff understand this policy and why it matters.
- Deal with grievances relating to discrimination fairly, promptly, and consistently.
- Maintain accurate records of complaints and actions taken.
- Ensure HR/Head Office monitors the operation of this policy, including carrying out regular audits.

Responsibilities of Staff

Every employee plays a role in ensuring equality and fairness in the workplace. Staff must:



- Comply with this policy and its arrangements.
- Treat colleagues, customers, and others with dignity and respect.
- Not discriminate in daily activities, or encourage others to do so.
- Not victimise, harass, or intimidate individuals on the grounds of protected characteristics.
- Report discriminatory behaviour to their line manager.

Third-Party Harassment

CCUtilities Ltd will not tolerate employees being harassed by third parties such as customers, contractors, or suppliers. Employees experiencing such behaviour must report it to their Line Manager immediately, and the company will take all reasonable steps to prevent further occurrences.

Rights of Disabled People

We are committed to ensuring that disabled employees and applicants are treated fairly. We will:

- Make reasonable adjustments to support employees who become disabled.
- Provide appropriate training, equipment, or adjustments to enable continued employment.
- Ensure disabled people are included in training and development programmes.
- Give fair consideration to applicants with disabilities and make reasonable adjustments during the recruitment process.



Equality Training

Equality, diversity, and inclusion training will be provided as part of induction and through ongoing briefing sessions to ensure understanding and compliance across the company.

Monitoring

To measure the effectiveness of this policy, CCUtilities Ltd will monitor:

- Workforce data (e.g. gender, ethnicity, disability, religion, sexual orientation, length of service).
- Recruitment, promotions, and access to training opportunities across all groups.
- Involvement in key processes such as disciplinary, grievance, and harassment cases.
- Equality impact assessments where appropriate.

Monitoring information will remain confidential and used only to improve practices. Where under-representation or inequality is identified, action plans will be developed to address these issues.

Grievances & Discipline

Employees have the right to raise complaints relating to discrimination or victimisation under the company's Grievance and Harassment Procedures. Discrimination or victimisation will be treated as a disciplinary offence under the Company's Disciplinary Procedure.



Review

This policy will be reviewed annually under the supervision of the Managing Director and Senior Management Team to ensure its effectiveness and compliance with equality legislation.

 **Document Ref: CCU-POL-04**

Policy Owner: Managing Director, CCUtilities Ltd

Review Cycle: Annual