



DIVERSITY POLICY



1 INTRODUCTION

Pacific Support Services is committed to valuing and promoting diversity in all areas of employment and to providing an inclusive working environment where everyone feels valued and respected, irrespective of their race, gender, marital/civil partnership status, age, disability, religion or belief, colour, national origin or sexual orientation. We recognise that people from different backgrounds with different experiences and abilities can bring fresh ideas and innovations to improve our working practices and business. Encouraging staff diversity also makes it more interesting for employees. This benefits employee productivity and retention, leading to lower recruitment and training costs.

2. MANAGING DIVERSITY

Managing diversity is a more effective way of dealing with equal opportunities issues. It emphasises the business and personal benefits that accrue from valuing the differences between people, rather than just complying with the law.

Businesses that grasp the additional business opportunities generated by managing diversity effectively are far more likely to enjoy sustained competitive advantage than those which do not because they can more readily recognise new markets, can attract a wider customer base from many different communities, have the ability to provide a more tailored service or range of products and can attract a broader range of suppliers.

3 POLICY AND SCOPE

3.1 This policy is designed to prevent discrimination and to attract the best employees. To ensure that diversity is embedded in our company culture reflected in our staff and to better serve our customers/clients, the company will endeavour to:

- attract applications from all sections of society irrespective of race, gender, marital/civil partnership status, age, disability, religion or belief, colour, national origin or sexual orientation and ensure fair treatment throughout the recruitment process in accordance with the company's Recruitment Policy
- improve performance in the job, develop skills and prepare all individuals for other roles and responsibilities through effective appraisal and training procedures in accordance with the company's Appraisal Policy
- ensure that employment decisions are based on business needs and the individual's ability to do a job
- enhance decision-making and innovation by encouraging interaction and involvement
- increase our ability to relate to existing and potential customers/clients wherever they exist
- identify the various behaviors and barriers that discrimination can take, and understand the negative effect these can have on the company and its employees and customers/clients

- train managers and employees in key decision-making areas on the potentially discriminatory effects of imposing practices, conditions, and criteria on minority groups, and the importance of being able to justify decisions
 - monitor the application of this policy, and work towards eliminating any discriminatory practices which may be limiting the company's ability to achieve its objectives
- 3.2 This policy covers all employees, contractors, temporary workers and job applicants including any individuals working on company premises via a third party. It applies to all aspects of employment, from recruitment and selection through to termination of employment.

4 RESPONSIBILITIES

- 4.1 To be successful, the Diversity Policy needs to be company-wide and therefore commitment is required from the whole workforce. Senior management has responsibility for ensuring that this policy underpins all aspects of company policy and for promoting an organisational culture that is supportive of the benefits of diversity.
- 4.2 Line managers have an important role to play in ensuring that policies and procedures relating to diversity are implemented and communicated to all existing staff and new staff on their commencement. This will be achieved through way of Company Induction, and are readily available on the company's website. Managers must promote a professional and positive work environment by ensuring that this policy is put into practice by challenging behaviour, actions or decisions that breach the policy.
- 4.3 All individual employees have a responsibility to comply with this policy and to be aware of the various behaviours and barriers that discrimination can take, and to understand the negative impact these can have on the company and colleagues. All employees must co-operate with management in the elimination of any discriminatory practices which may be identified, and any instances of apparent discrimination must be reported immediately to a line manager.

5 UNLAWFUL DISCRIMINATIONS

It is unlawful to discriminate against people at work on the grounds of their sex, sexual orientation, status as a married person or a civil partner, race, colour, age, nationality, ethnic origin, religion, beliefs or because of a disability, pregnancy or childbirth, or subsequent maternity leave or because they are a member or non-member of a trade union. It is also unlawful to discriminate against part-time workers. The company will comply with all relevant legislation and no individual will be unjustifiably discriminated against

1. Age

The company is fully committed to promoting age diversity. In valuing the contribution of its employees, regardless of age, the company will seek to eliminate age 'stereotyping' and discrimination on the basis of age. The underlying premise of this is that employees should be assessed on the basis of their skills, ability and potential, not their age. This means that employment

opportunities and personal/career development will be available, irrespective of a person's age. This will involve:

- basing employment decisions on objective, job-related criteria
- encouraging staff of all ages to develop their careers
- ensuring that staff of all age groups participate in training, and have the chance to improve their skills and experience
- avoiding assumptions about the physical abilities and career intentions of older job applicants or employees

5.2 Equal pay

Men and women doing equal work and work rated as of equal value are entitled to equal pay.

5.3 Race, religion or belief

It is unlawful to discriminate against a jobseeker, worker or trainee on the grounds of race, colour, nationality and ethnic or national origins or because of their religion or belief or lack of religion or belief. The company is sensitive to the cultural and religious needs of potential & current employees.

5.4 Disability

The company recognises its responsibility towards disabled employees and seeks to eliminate unjustified discrimination on the grounds of disability by:

- recognising the wealth of talent and skill possessed by disabled people
- interviewing all disabled job applicants who meet the minimum selection criteria for a job vacancy and consider them on their abilities
- ensuring that all disabled employees are smoothly and effectively inducted into the company
- identifying and providing any 'reasonable adjustments' to working arrangements or the working environment necessary for the effective performance of their job
- making every effort to retain employees who become disabled whilst in the employment of the company
- reviewing each year these commitments, what has been achieved, and planning ways to improve on them and letting employees know about progress each year

6 MONITORING

The company will maintain records of the age, race, gender, marital/civil partnership status, and disability of job applicants and existing employees. Any patterns of under representation (for example, where one gender or race appears to have a consistently reduced chance of promotion) will be fully investigated and any discriminatory practices identified and eliminated.

7 BULLYING AND HARASSMENT

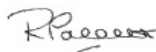
All staff should expect to be treated with dignity and respect whilst at work and have an equal responsibility to treat their colleagues similarly.

The company is committed to creating a harmonious working environment which is free from harassment, including discrimination, victimisation and bullying, and which protects the dignity of female and male employees irrespective of their race, religion or belief, colour, age, national origin, disability or sexual orientation. Harassment is offensive and prejudicial to a productive working environment. It is indicative of a lack of respect for the person harassed, undermines his or her position and may have a negative impact upon health, job performance and sense of personal security.

8 GRIEVANCES

Any employee who feels they have not been treated in accordance with this policy should make a complaint using the company's Grievance Procedure. All complaints will be dealt with seriously, promptly and confidentially. If a member of staff is found to have breached the Diversity Policy, they may be subject to disciplinary action under the company's Disciplinary Procedure, which could result in dismissal.

Signed,



Richard Pallett MBICSc

Managing Director

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