

CONTENTED

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OUR POLICY

DIVERSITY & INCLUSION POLICY



WELCOME TO
OUR **DIVERSITY**
& **INCLUSION**
POLICY!



INTRO

When all types of people have a seat at the table, good things happen. At Contented, diversity is a huge part of what makes us, us.

We are big believers that our teams are at their best when they're driven by diversity.

Bringing together different backgrounds, abilities and perspectives sparks creativity and innovation at all levels.

It allows us to spot and seize new opportunities and create work that connects with the communities in which we live and work.

We value the unique toolsets and viewpoints that all types of people bring to the table and know just how valuable a range of perspectives is for a company's culture and its business outcomes.

We want to ensure that we're actively striving to amplify a variety of voices, both in the work that we produce and in the talent that fuels the company.

Having an inclusive culture in our workplace doesn't just boost morale and our company culture. It also creates new opportunities.

Our clients come from all walks of life. The more the makeup of our business reflects those clients, the more likely it is that we'll communicate effectively with them.

A huge part of building a diverse company culture is ensuring we're also establishing a wholly inclusive workplace - one where everyone feels valued and able bring their whole selves to work.

This requires us to ensure we're constantly fostering a supportive and open environment that creates a space for everyone to have their voices heard.

It also means acknowledging the differences that make our staff who they are and taking affirmative action to make sure we are offering equal opportunities to all.

So, on the following pages, you'll see our policies that are designed to support and encourage our workforce and create a truly diverse, thriving working environment for all of the team.



“67% of active and passive job seekers said that a diverse workforce is an important factor when evaluating companies and job offers.”

- GLASSDOOR



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01

EQUAL OPPORTUNITIES

BUSINESS ETHICS



EQUAL OPPORTUNITIES

We value people as individuals with diverse opinions, cultures, lifestyles, and circumstances.

All employees are covered by this policy and it applies to all areas of employment including recruitment, selection, training, deployment, career development, and promotion.

These areas are monitored, and policies and practices are amended if necessary, to ensure that no unfair or unlawful discrimination, intentional, unintentional, direct, or indirect, overt, or latent exists.

The Management Team has particular responsibility for implementing and monitoring our Equality and Diversity policy and, as part of this, all staff policies and procedures are administered with the objective of promoting equality of opportunity and eliminating unfair or unlawful discrimination.

All employees, workers, or self-employed contractors whether part-time, full-time or temporary, will be treated fairly and with respect.

All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the Company. All resources provided will be accessible to all.

We also believe that the personal commitment of every staff member to this policy and application of its principles, are essential to eliminate discrimination and provide equality throughout our business.



BUSINESS ETHICS

This policy outlines the Company's ethical stance towards carrying out business and helps us to communicate this to all employees of the Company.

Ethical considerations affect the Company's treatment and stance towards all employees, suppliers, and customers.

The Company has principles and ideals that it follows and upholds in all its interactions, whether internal or external.

The Company ensures through its management and employees that it adheres to these principles.

These are our business principles:

- Respect for others at all times
- Objective and fair
- Accountable for our actions
- Collaborative and inclusive
- Kind, supportive and caring
- Diverse and open-minded
- Honest and genuine



“Women are 20% more likely to apply for senior roles if the employer offers flexible hours.”

- ZURICH INSURANCE



02

RECRUITMENT

PROMOTION OPPORTUNITIES

EQUAL PAY

FLEXIBLE WORKING

JOB DESCRIPTIONS



RECRUITMENT

We're committed to ensuring that there is no discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation at any stage of the recruitment process or in the terms and conditions offered to new employees or promoted employees.

The Company aims to create an inclusive climate where difference is valued, and people feel free to be themselves.

Advertisements will make evident, in both wording and illustration, that the positions are open to all suitably qualified candidates, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Details of positions will be fully circulated so as to ensure access to all potential applicants. This includes forwarding internal advertisements to employees on long-term leave including maternity leave, paternity, adoption and parental leave.

When we're interviewing, no assumptions will be made on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Interviews will be carried out by more than one person and the interview panel will preferably comprise of individuals of both genders, wherever possible.



PROMOTION OPPORTUNITIES

All employees will be made aware of the promotional and career opportunities available to them from details circulated through the business.

Training and job experience needed for promotional opportunities will be available to all employees.

Promotion will be determined by merit and performance against objective criteria, and never based on gender.

We will support all staff in performing their job to the best of their ability, maximising their job satisfaction and their contribution to the organisational objectives.

We'll identify individual tailored training and development needs to all our staff and ensure fairness for all across our business.

No employee will be overlooked in relation to a promotion or an experience-broadening opportunity.

The process surrounding promotion will be free from discrimination.

All relevant staff, including those on fixed-term and part-time contracts, will have equal access to training opportunities.

The Company will ensure that any training collateral is accessible to all.



EQUAL PAY

Our vision is for the Company to be a successful, caring, and welcoming place for employees and visitors. We want to create a supportive and inclusive environment where our employees can reach their full potential without prejudice and discrimination.

We are committed to a culture where respect and understanding is fostered, and the diversity of people's backgrounds and circumstances will be positively valued.

Part of this vision includes the principle of equal pay between women and men. There should be equitable and fair treatment of our employees, based on capability and merit, rather than biases based on sex.

The Company will ensure that all employees, male or female, have the right to the same contractual pay and benefits for carrying out the same work, work rated as equivalent work or work of equal value.

We are dedicated to the removal of inequality of pay based on sex. Procedures that determine pay and other conditions will be based on transparent objective criteria.

'Pay' is not just salary/wages but also other terms and conditions of employment such as bonuses, promotion opportunities and training programmes.

Everyone, including full or part-time employees, contractors and temporary workers are covered by our principles of equal pay.

We'll also provide information to employees on pay practices and how their pay is determined.

We do this because we know equality of pay in the workplace is good management practice and makes sound business sense.



FLEXIBLE WORKING

We believe that our staff members are our most valuable asset and that our workforce is becoming increasingly diverse.

This includes a high percentage of parents and individuals with caring responsibilities, as well as those whose interests and aspirations impact on their time.

We recognise the importance of helping our employees balance their work and home lives by offering flexible working arrangements that enable them to balance their work commitments with other priorities.

Our policy aims to set out the ways in which flexible working can increase motivation, build better relationships between the Company and our employees, increase the rate of retention of staff, reduce absence, attract new talent, promote work-life balance, and reduce employee stress.

We're committed to providing the widest possible range of working patterns for our workforce and will always take the personal circumstances of staff into account.

It's not just women who we offer flexible working to.

We encourage our whole team to do this.

Not all working options will be appropriate for all jobs across all areas of the business. But we'll do our best to accommodate everyone's needs.



JOB DESCRIPTIONS

We've changed our job descriptions...

to attract more women:

- Committed
- Responsible
- Supportive
- Collaborative
- Vision

and remove unconscious bias:

- Fast-paced
- Dynamic
- Driven
- Competitive
- Strategic



“Companies that are more gender diverse are 15% more likely to outperform others.”

- MCKINSEY & COMPANY



03

MATERNITY LEAVE & PAY

PATERNITY LEAVE & PAY

PARENTAL LOVE

ADOPTION & SURROGACY

PARENTAL BEREAVEMENT

CARERS



MATERNITY LEAVE & PAY

The business aims to ensure all mothers are given support and encouragement before, during, and on their return to work from maternity leave.

We believe that all employees who take maternity leave should be provided with sufficient assistance that they feel able to take as much time off to bond and care for their child as they need.

We aim to ensure that the employee's duties are adequately covered during maternity leave and that an effective dialogue is implemented at all stages so that employees feel fully informed about their entitlements and the process to follow.

We also make sure that we keep employees fully informed of any news or developments at work during their leave and continue to send Company updates and information on social events etc.

This helps our staff feel part of the team even though they may not be with us. And it helps when integrating back into the fold when they return to work.

And although we're a relatively small business, to support employees undertaking maternity leave, the Company offers a generous enhanced maternity pay package.

This can be up to sixteen weeks on full pay, depending on length of service.

And we actively encourage staff to use paid-for 'keeping in touch days' to help them integrate when they return to the business at the end of their leave.



PATERNITY LEAVE & PAY

We don't assume that our male staff are any less involved in the upbringing of their children than women.

So we also enhance paternity pay for our male staff.

Time spent at work is just as important as time spent at home with family, which is why we want both fathers and mothers to have the opportunity to bond and spend adequate time with their children, especially when they are newborns.

Offering enhanced paternity leave to all parents allows us to promote gender equality in the workplace while also helping make it the norm for fathers and partners to play a much more active role in their children's lives.

Additionally, it also allows mothers to break free from the traditional role and expectation within society.

Better paternity leave means that new and expectant fathers have time to attend hospital appointments, request flexible days, along with time to attend doctors appointments with their kids or dependants.

All these small supportive changes will allow parents to be less stressed and more engaged and productive when they return to work.



PARENTAL LEAVE

All parents are entitled to take up to 4 weeks leave each year to spend time with their children.

This is different to maternity and paternity leave, because it can be taken no matter what age your child is.

It can enable parents to spend more time with their children, whether that be looking after them during school holidays; caring for them when they're off school sick or going to school open days or events with them.

It can also be used to settle them into new childcare arrangements or perhaps visiting grandparents.

Like other leave for parents staff have a statutory entitlement to take this time off.

We encourage all our staff to talk to us about how we'll support them in the upbringing of their families.



ADOPTION & SURROGACY

You may want to adopt or have a child via surrogacy.

It doesn't matter if you are single or married, male or female, a homeowner or renting, straight, lesbian, gay, trans or bisexual.

The adoption process can be long, complicated, expensive, and emotionally challenging. We are committed to supporting our staff through this.

If matched for adoption with a child, employees are entitled to either adoption leave or paternity leave, on the same pay as our enhanced maternity policy.

Adoption leave allows one member of an adoptive couple regardless of gender, to take time off work when their new child or children start to live with them.

The purpose of the adoption leave is to allow the parent to bond with, and care for, their new child or children.

Employees are entitled to time off to attend adoption appointments in the period between notification of a match and the date of placement.

We recognise the process of adopting can be complex as well as emotionally challenging. Staff are entitled to a limited amount of paid time off to attend appointments - just talk to us about your needs and we'll do our best to find a solution that works for everyone.



PARENTAL BEREAVEMENT

Parental bereavement leave is available from day one of employment. It is available to employees on the death of a child under the age of 18. Payment for this time will be determined on a discretionary basis.

We will work with staff to be sure how they wish their news to be communicated to their colleagues, as we know everyone is different. All staff will be treated with compassion and respect.



CARERS

This policy details the support the Company offers its employees when they have caring responsibilities outside of work. We appreciate that caring for a person can be very demanding; particularly when you have workplace obligations to fulfil.

Our policy aims to minimise, as much as possible, any difficulties an employee may experience at work and to ensure they are not prevented from being able to have an effective and fulfilling career.

There is no single definition of a carer and the Company is aware there may be employees who do not recognise themselves as a carer but simply a supportive and loyal family member or friend.

However, a carer can generally be regarded as a person who provides unpaid support to another person, most commonly a family member or friend, who would not be able to manage without that support.

So, if the support the employee provides is vital for that person and they are dependent on the employee for it then we recognise that the employee could class themselves as a carer.

We will always show consideration and empathy for requests for support from employees who have caring responsibilities.

We'll ensure there will be a full discussion to gain a complete understanding of the circumstances and the effect it has on the employee.

And we'll make sure that employees are provided with guidance on the full range of options available.

And if they need expert advice (for example employee counselling, occupational health, external carer support organisations), we'll make sure that is available.



“No country can ever truly flourish if it stifles the potential of its women and deprives itself of the contributions of half of its citizens.”

- MICHELLE OBAMA



04

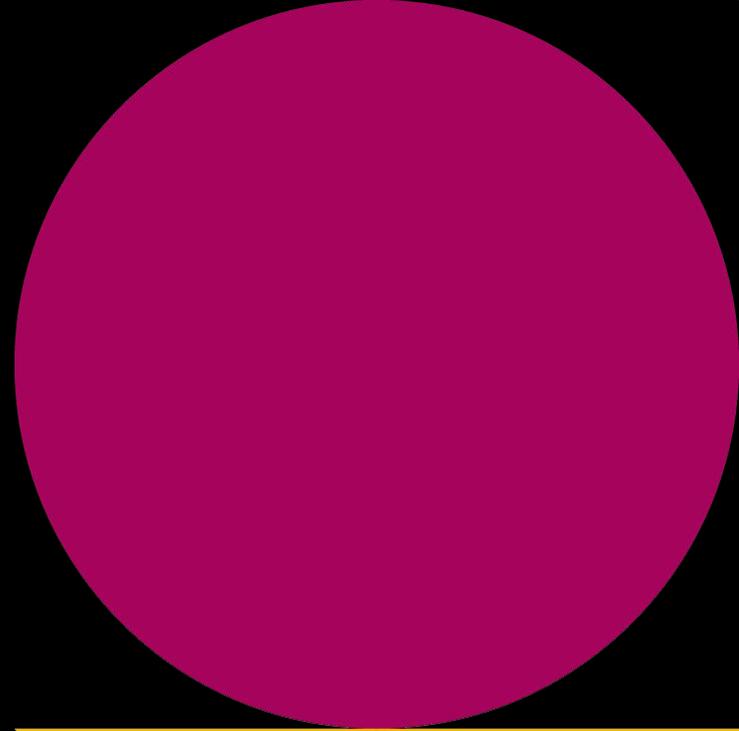
MENSTRUAL HEALTH

STILLBIRTH & MISCARRIAGE

FERTILITY TREATMENT

MENOPAUSE

GENDER REASSIGNMENT



MENSTRUAL HEALTH

Society is generally awkward about talking about periods. We're not.

Whilst they're usually mild, symptoms vary from person to person. There are physical and emotional side effects, some people suffer pain, nausea and dizziness - often without warning.

Other conditions such as PCOS (polycystic ovary syndrome) and Endometriosis are common in women of child bearing age. And side effects include severe and unpredictable pain.

We're committed to supporting staff and ensure they have the time off they need, when they need it to help them cope. Without suffering any indignity.



STILLBIRTH & MISCARRIAGE

Stillbirth and miscarriage are one of the most devastating experiences any family can go through.

Any of our staff impacted by this situation will be given the utmost care and support.

We realise that for some staff, returning to work is what they want, but for others this may not be the case.

Our business ensures that our employees have options to enable them to return to work on a phased, full or part-time basis.

We also know that how you might feel from one day to the next may change so we ensure that flexibility is built in to enable that uncertainty.



FERTILITY TREATMENT

The Company appreciates that it may be necessary for employees to take time off from work to undergo fertility treatment.

We have an open environment, where we ensure staff feel comfortable talking to us about any challenges they may face conceiving.

We'll work with you to enable you the time you need on a case by case basis.



MENOPAUSE

Menopause is the time during a woman's life when menstruation periods permanently stop. It is defined as occurring when the individual has experienced no periods for 12 consecutive months and no other biological or psychological cause can be identified.

We recognise that the symptoms of the menopause may constitute a disability. So we are committed to ensuring appropriate support and assistance is provided to any employee who is going through the menopause.

Through this policy, we are creating an open and honest workplace where line managers and employees can discuss any issues associated with the menopause, and to ensure the necessary support is known and offered to employees when needed.

When responding to an employee experiencing difficulties caused by menopause, our managers will maintain an open-door policy so that employees feel comfortable in approaching them.

They will support employees to talk openly about their current situation and will not make presumptions about how it is affecting the employee.

We'll be sure to make adjustments for anyone going through menopause.

This may include conducting a risk assessment to identify any particular areas that may cause detriment to individuals going through the menopause.

It may be necessary to implement further adjustments, like temperature controls; flexible working hours or making allowances for additional needs for sickness absence.



GENDER REASSIGNMENT

The aim of this policy is to ensure that no applicant or member of staff receives less favourable treatment on the grounds of gender reassignment or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance.

It seeks also to ensure that no person is victimised or subjected to any form of bullying or harassment.

The process for undergoing a gender reassignment can be an upsetting or traumatic time for the person concerned. They will need to live in the acquired gender for two years before they can formally apply to reassign their gender, living and dressing as their acquired gender.

They may also need to undergo surgery and undergo hormonal treatment.

The time off for this surgery or for other appointments related to their assignment of the gender will usually be taken under the Company's sickness absence policy. But we are happy to talk to each employee individually about their needs during this time to ensure they feel fully supported..

We expect our employees to be supportive and accepting of their colleagues undergoing, or who have undergone, gender reassignment.

And this applies to anyone who is gender fluid too.



“If they don’t give you a seat at the table, bring a folding chair.”

- SHIRLEY CHISHOLM



05

DIGNITY AT WORK

DOMESTIC ABUSE



DIGNITY AT WORK

Dignity at work describes how we should treat each other in the workplace, including respect for values, qualities and differences.

Bullying and harassment aren't acceptable.

Examples of this type of behaviour includes 'banter' and jokes relating to gender reassignment, of employees, customers/clients or members of the public. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.

We define bullying as targeted and persistent offensive, intimidating, malicious or insulting behaviour. This can include the abuse or misuse of power to undermine, humiliate, denigrate, or injure the recipient.

Any employee who believes that their dignity has been violated or that another employee's conduct amounts to bullying or harassment or that such conduct has otherwise created an uncomfortable environment for themselves or others, has the right to complain.

And even if it has not been directed to an individual personally, any employee who witnesses an incident that may reasonably be viewed as offensive is obliged to report in factual terms what they saw or heard so that we can investigate and resolve the matter.



DOMESTIC ABUSE

Domestic abuse against any of our members of staff will not be tolerated. The Company understands the risks and consequences of domestic abuse and will take all reasonable action to support any member of staff who is the subject of domestic abuse.

We acknowledge our duty of care towards our employees and understand that this includes a legal responsibility to provide a safe and effective work environment; we know that tackling domestic abuse is an integral part of this.

Domestic abuse involves controlling, coercive threatening behaviour, violence, or abuse between those who are, or have been, in an intimate relationship or close family relationship.

Domestic abuse can involve a single incident or a pattern of incidents. It can take many forms, including:

- Psychological abuse
- Physical abuse
- Sexual abuse
- Emotional abuse
- Verbal abuse
- Economic abuse

Anyone can suffer from domestic abuse regardless of sex, race, sexuality, or religion. It is a criminal offence and can lead to a criminal conviction.

Our managers will offer reassurance to employees and outline the support that is available. We will never ask the employee for evidence of abuse.

And we will signpost to specialist support groups, but only with the consent of the individual.



**“If you don’t like something,
change it. If you can’t change
it, change your attitude.”**

- MAYA ANGELOU



CONTENTED

SUPPORTING ALL EMPLOYEES

For full details of all the policies contained here, please refer to our Company Handbook.

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