

Inclusion Policy



Policy Scope: This policy relates to all colleagues.

It is the aim of the Company to ensure that no colleague or candidate receives less favourable treatment (either directly or indirectly) in recruitment or employment on the grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics under the Equality Act 2010).

Novus Property Solutions recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Company and its colleagues to utilise the skills of the total workforce.

We are committed to creating a diverse workforce that reflects the customers we work with and the communities that we serve. We want to create a culture where all our differences are celebrated, and our colleagues have a true sense of belonging where they can bring their authentic selves to work which will enable them to thrive.

All colleagues, whether part-time, full-time, or temporary, will be treated equally and fairly. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability. All colleagues 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 organisation.

Our colleagues will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of the Company's goods and services.

This policy shall operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies.

Our Commitment

- ◆ To create an environment in which individual differences and the contributions of all our colleagues are recognised and valued
- ◆ Every colleague is entitled to a working environment that promotes equal opportunity for all
- ◆ Training, development and progression opportunities are available to all colleagues
- ◆ To promote equality in the workplace which we believe is good management practice and makes sound business sense
- ◆ We will review all our employment practices and procedures to ensure fairness
- ◆ Breaches of our inclusion policy will be regarded as misconduct and could lead to disciplinary proceedings
- ◆ This policy is fully supported by our board and senior management team

Responsibilities of Management

Responsibility for ensuring the effective implementation and operation of the policy will rest with the Directors/Managers. They will ensure that both they and their colleagues operate within this policy, and that all reasonable and practical steps are taken to avoid discrimination.

Each manager will ensure that:

- ◆ All their colleagues are aware of the policy and the reasons for the policy
- ◆ Grievances concerning discrimination are dealt with properly, fairly and as quickly as possible
- ◆ All their colleagues are aware of the recruitment policy and our commitment to attracting and retaining a workforce of diverse talent
- ◆ Records are maintained

- ▶ The People Team will be responsible for monitoring the operation of the policy in respect of colleagues and job applicants, including periodic departmental audits.

Responsibilities of Colleagues

Responsibility for ensuring that there is no unlawful discrimination rests with all colleagues and the attitudes of colleagues are crucial to the successful operation of fair employment practices. All colleagues should:

- ▶ Comply with the policy
- ▶ Not discriminate in their day-to-day activities or induce others to do so
- ▶ Not victimise, harass, or intimidate other colleagues or groups who have, or are perceived to have one of the protected characteristics
- ▶ Ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic
- ▶ Inform their manager if they become aware of any discriminatory practice

Third Parties

Third-party harassment occurs where a Novus Property Solutions colleague is harassed, and the harassment is related to a protected characteristic, by third parties such as clients or customers.

Novus Property Solutions will not tolerate such actions against its' colleagues, and the colleague concerned should inform their manager at once that this has occurred. The Company will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

Related Policies

All employment policies and arrangements have a bearing on equality of opportunity. The Company policies will be reviewed regularly, and any identified discriminatory elements removed. An Equality Impact Assessment will be conducted on all policies and recommendations will be made to address any issues or concerns around the inclusiveness of the policy.

Rights of Disabled People

The Company attaches particular importance to the needs of disabled people. Under the terms of this policy, managers are required to make reasonable adjustment to maintain the services of a colleague who becomes disabled, for example, training, provision of special equipment, reduced working hours.

Mental Health

A number of colleagues within the business have become mental health first aiders. The purpose of the service is to support colleagues throughout the business with work related or personal issues that may result in affecting their mental health.

Equality Training

Training will be available for managers when identified. All managers who have any involvement in the recruitment and selection process will have access to training in line with the Recruitment Policy and the Colleague Development Policy.

Monitoring

The Company deems it appropriate to state its intention not to discriminate and assumes that this will be translated into practice consistently across the organisation as a whole. Accordingly, a monitoring system will be introduced to measure the effectiveness of the policy.

The system will involve the routine collection and analysis of information on colleagues by age, gender / gender reassignment, marriage / civil partnership, race or ethnicity, religion or belief, sexual orientation, position, and length of service in their current position. Information regarding the number of colleagues who declare themselves as disabled will also be maintained.

There will also be regular assessments to measure the extent to which recruitment to hire, internal promotion and access to training / development opportunities affect equal opportunities for all groups.

Where appropriate Equality Impact Assessments will be carried out on the results of monitoring to understand the effect of the Company policies and our services may have on those who experience them.

The information collected for monitoring purposes will be treated as confidential and it will not be used for any other purpose.

If monitoring shows that the Company, or areas within it, are not representative, or that sections of our workforce are not progressing properly within the Company, then an action plan will be developed to address these issues. This will include an annual review of recruitment and selection procedures, Company policies and procedures.

Pay Gap Reporting

We recognise the need to address any pay gaps and we will do this by driving equality across our organisation and ensure all colleagues and candidates are treated equally and fairly through pay and reward.

Grievances / Discipline

Colleagues have a right to pursue a complaint concerning discrimination or victimisation via the company Grievance Policy. Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with under the company Disciplinary Policy.

Review

This policy will be reviewed and updated on a regular basis to ensure we are maintaining best practice and recognising any changes to the law or recommendations by governing bodies.

This policy does not give contractual rights to individual colleagues.

Authorised by: 
Chief Executive Officer

Document History:

Version	Issue Date	Review Date	Author	Comments
0	July 2021	July 2023	Matt Pitt	New policy following company review
0	July 2023	July 2025	Matt Pitt	No changes
A	January 2024	July 2025	Matt Pitt	Reviewed and authorised by new Chief Executive Officer, Lee Hartley