



ISO 9001:2015 – 4.2

Centerprise Group Equality and Diversity Policy

Document No	QM 001.4		Rev	6
Uncontrolled Copy	☐	Controlled Copy	☒	Date 08/09/2025

COMPANY PROPRIETARY INFORMATION

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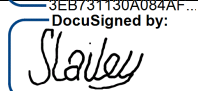
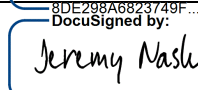




ISO 9001:2015 Centerprise Group Equality and Diversity Policy

Approvals

The signatures below certify that this policy has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Chris Hunt		Group Quality Manager	08/09/2025
Reviewed and approved by	Sam Lailey		Group HR and Support Director	08-Sep-2025
Reviewed and approved by	Jeremy Nash		CEO	08-Sep-2025

Amendment Record

This Policy is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
	Initial Issue	1	08/05/2014
	Review of Document and introducing document control and Quality Management references	2	04/09/2014
	Inclusion of ISO 9001:2015 References	3	09/12/2016
2	Removal of ISO 9001:2008 references, Inclusion of reference to Wellbeing and Mental Health	4	17/04/2018
3	Review of document, Inclusion of H&S policy and ISO 45001 reference	5	27/10/2023
3 , 6	Inclusion of AI Policy and AI DPIA to supporting documentation. Reference to non-AI use in candidate selection process	6	08/09/2025

Supporting documentation:

Ref	Title & Description	
QM001	Quality Management Manual	ISO 9001:2015
	Staff Handbook	
QM006.1	Health and Safety Policy	ISO 45001:2018
QM010.1	Group AI Policy	ISO 42001:2023
QM010.8	AI Data Impact Assessment	ISO 42001:2023



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Centerprise Group Equality and Diversity Policy Statement

Centerprise Group Directors and Management believe that our success is a direct result of the experience and quality of our employees. We are, therefore, committed to focusing our employment procedures and practices on maximising the potential of each unique individual.

By treating people fairly and equally and by accepting and respecting their diversity, we can also improve our market competitiveness, foster innovation and create an inclusive and positive working environment for all employees.

It is the policy of the Company that no person acting on our behalf shall discriminate in any situation against another individual or group, directly or indirectly, because of age, sex, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religious belief and sexual orientation.

Centerprise Group also endorses the principle that the workforce at each location should reflect, as far as is reasonably possible, the community within which it operates.

These principles apply to recruitment selection, training, promotion, transfer, pay and benefits, in addition to all terms and conditions of employment.

1. Scope

This Policy covers all Centerprise Group employees, regardless of position or status, and to contractors and subcontractors.

Aims:

- To ensure equality, diversity and inclusion in the workplace and community
- To offer fair treatment in every aspect of working life in Centerprise Group, from our written procedures through to every decision made
- To promote a culture where each employee and colleague is treated with respect and dignity and recognises the value that a diverse workforce can bring

To achieve these aims, Centerprise Group commits to the following:

- Ensure that the principles of this Policy are embedded in HR strategy and all policies and procedures are regularly monitored and reviewed
- Provide awareness training and guidance to all employees and managers to ensure the Centerprise Group commitment to diversity is known and understood. Monitor and measure diversity at every stage of employment to remove any direct or indirect associative and perceptive discrimination
- Challenge and investigate discriminatory behaviour and enforce the disciplinary procedure, when this is considered necessary

2. Recruitment

Centerprise group recruitment and selection procedure is based solely on the necessary and justifiable job requirements and the individual's suitability.

Job profiles and person specifications are drawn up for every post to be filled. Where posts are advertised externally, consideration is given to the most appropriate outlets to ensure that a wide range of potentially suitable applicants have the opportunity to apply.

Selection methods, including interviews, are conducted in accordance with documented and standardised procedures and checklists, designed to ensure that discrimination forms no part of the recruitment process. The objective is to make each appointment on the grounds of selecting the most suitable candidate for the post.

At no time will Artificial Intelligence (AI) be used in the candidate selection process. It is recognised that there is a risk that AI could be biased in its choice of candidates.

3. Training and Development

Through its performance management procedure, Centerprise Group ensures that all staff are given an opportunity to take part in job specific training. Where appropriate, plans are designed to promote their career advancement within the Centerprise Group. The appraisal process is carried out in accordance with clear and laid down criteria to ensure that its application is free from discrimination at every stage.

4. Selection Processes for Promotion

Promotion opportunities are available to all of our employees on an equal basis.

5. Flexible Working

Centerprise Group recognises the benefits of flexibility in working arrangements. Furthermore, we recognise the rights of all employees working under such arrangements to be treated fairly and consistently in comparison to fulltime, permanent employees and to be given the same opportunities for development.

The treatment of pay and benefits for employees on flexible working arrangements is consistent with full time entitlements, wherever possible, these are provided on a pro rata basis.

6. Disability & Special Needs

When a disabled person or anyone with special needs applies for a job in Centerprise Group, we always consider application based on relevant skills, experience and knowledge. If you are disabled or have special needs, Centerprise Group will do its best to adapt the job and the workplace to meet the needs of individuals.

7. Wellbeing & Mental Health

We will offer support to staff with mental health issues, and to make sure everyone has equal access to good mental health support if required.

8. Pay Awards

The Centerprise Group arrangements for determining employees' salaries are based on the principle of rewarding individual merit and of providing equality of pay and reward for all employees where appropriate.

We operate a companywide pay review mechanism. These arrangements are designed to ensure that pay awards are based on objective criteria, free from discrimination and have due regard to the principle of equal pay for work of equal value.

9. Grievance and Harassment

While it is hoped and intended that most problems relating to employment in Centerprise Group can be resolved on an informal basis, the Grievance Procedure exists so that causes of genuine concern can be dealt with equitably.

Any employee who believes he/she has been discriminated against should raise the matter under the Grievance Procedure, or where appropriate, the Anti-Harassment and Bullying Policy, or by using the Open Door Policy (where any employee can discuss any matter with her/his manager or another manager or any Director, in complete confidence).

10. Disciplinary Procedure

Centerprise Group takes a serious view of any and all discrimination and breaches of this Policy are deemed as misconduct. Any such actions will be investigated as possible disciplinary offences and dealt with in accordance with the Company's disciplinary procedure.

All staff have a shared responsibility to ensure that the Equality and Diversity Policy is adhered to and to promote dignity and equality of opportunity and outcome at work.

11. Responsibilities

Whilst we all have a collective responsibility to ensure this Policy is successfully adopted, there are specific responsibilities within this:

12. The Group Board of Directors

The Group Board fully endorses this Policy and holds ultimate responsibility for reviewing and achieving its aims. The Group Board recognises its role in being responsible and accountable for the development of diversity awareness in Centerprise Group and, as such, will lead by example.

13. Managers

All managers are responsible for implementing and enforcing this Policy and ensuring that their teams and employees are aware of their responsibilities. Managers should promote, respect and encourage each employee to reach their full potential and deal appropriately with any breach of this Policy.

Managers will ensure all employees are trained and made aware of their responsibilities under this Policy, through Diversity Awareness Training, and our Employee Handbook

14. Employees

All employees of Centerprise Group, at every level, have an individual responsibility for ensuring equality of opportunity and adherence to this Policy.

This can be achieved by respecting the right to work in an environment free from prejudice and discrimination, exhibiting the correct behaviours and challenging colleagues who fall short of these expectations.

15. Human Resources

This Policy is owned by the Group HR and Support Director, who is responsible for its effective implementation and regular review. The Group HR team will continuously review all related policies, monitor employment practices and provide relevant advice and support to managers in championing diversity across the Group.

16. Monitoring

We review this Policy, together with all of our employment policies and practices to maintain our focus on equality of opportunity.

To ensure that this Policy and other procedures are operating effectively, HR will continue to monitor the effectiveness of this policy.