



Equal Opportunities and Diversity Policy

November 2024

Quality Leisure Management Ltd, The Old Church, 31 Rochester Road, Aylesford, Kent ME20 7PR

tel: 01933 626444 www.glmconsulting.co.uk

Quality Leisure Management Ltd is a wholly owned subsidiary of PHSC Plc

PHSC plc

Purpose

Quality Leisure Management Ltd is committed to the equal treatment of all personnel within the company. This policy sets out our objective to be an employer of equality opportunity, respecting the identity, rights and values of everyone who works with us. We oppose all direct and indirect discrimination in the company and will treat staff, training delegates, clients and suppliers fairly in all decisions we make. This policy applies to all employees, consultants, learners, clients, and suppliers of Quality Leisure Management Ltd, and covers all aspects of employment, training, and service delivery.

Definitions

Discrimination is treating someone less favourably because of a protected characteristic.

Harassment is unwanted behaviour that violates someone's dignity or creates an intimidating environment. Diversity refers to recognising and valuing differences among individuals.

To achieve the aims of this policy we have the following objectives:

- To promote equal opportunity and welcome diversity in all aspects of our employment and work.
- We shall treat everyone equally regardless of age, colour, gender, sexual orientation, race, religion, ethnicity, gender, marital status, disability or special need. We will accord equal opportunity in:
 - Recruitment
 - Training
 - Promotion opportunities
 - Terms of employment.
- In recruitment, training or promotional decisions, the criteria used will be relevant to the requirements of the position. The Company will ensure that no particular group is directed towards or excluded from particular jobs or departments.
- Where special needs are identified in potential or existing employees, we will seek to identify what reasonable adjustments can be made to enable that person to have full access to all employment and development initiatives.
- All staff are responsible for upholding this policy. Managers and directors have additional responsibility to ensure its effective implementation and to address any breaches promptly.
- All staff are encouraged to challenge discrimination and lack of opportunity in our policy and practice and we will encourage other organisations to do the same wherever this is reasonable.
- Create a culture that respects and values each other's differences and recognises that difference / diversity is a great asset to our organisation.
- Discrimination, bullying, harassment and exclusion are not acceptable and will not be tolerated. Any breach of our Equalities and Diversity Policy will be promptly dealt with by our Directors, including taking disciplinary action where necessary.

The effectiveness of this policy is monitored through regular reviews, feedback, and analysis of diversity data. Actions are taken to address any identified gaps or issues.

Signed:



Date:

29 November 2024

Leigh Simmonds BA(Hons) CMIOSH MIIRSM MCIMSPA
Managing Director
Quality Leisure Management Ltd



Method statement for meeting equality and diversity legislation.

Equalities legislation is reviewed at PHSC Board level every six months, to ensure that our policy and practice is in line with current legal standards and best practice. Any actions arising are set at this Board, and then reviewed at the next Operational Board at which Quality Leisure Management Ltd is represented.

- Policies are signed off by our MD, who is then responsible for their effective implementation
- This, along with all our other policies are communicated to staff and is available to them for reference at any time. This includes discussions of both internal practices to ensure our systems are transparent and fair, and also of treatment of our staff whilst at client sites to ensure that they are not exposed to any form of discrimination. Where this occurs, a director of the company will conduct an internal investigation with the employee concerned, and deal with it directly with the client.
- Any staff who wishes to raise a concern or grievance has three mechanisms for this:
 - Raising it informally with a director
 - Using the formal grievance procedure which is outlined in the staff handbook
 - Using our Whistleblowing policy which is also outlined in our staff handbook.
- If a client raises an issue regarding discriminative behaviour or attitude from one of our staff we deal with this under our Customer Complaints Process.
- Staff training needs include issues such as customer management, diversity awareness and equal opportunities. These are reviewed annually.