

Diversity, Equality, and Inclusion Policy

Icon Relocation is committed to encouraging equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

The aim of our policy purpose is to,

- Provide equality, fairness, and respect for all in our employment, whether temporary, part-time, or full-time.
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, and sexual orientation.
- Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms, recruitment process and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training, or other developmental opportunities.

We commit to:

- Encourage equality, diversity, and inclusion in the workplace as they are good practice and make business sense.
- We are dedicated to a recruitment process that is equitable, inclusive, and free from bias, ensuring fair opportunities for all candidates. Our approach includes standardised interviews with consistent questions and scoring, bias awareness training for employees involved in hiring, and job descriptions that emphasise essential skills while avoiding exclusionary language. We use diverse hiring panels to balance perspectives, and prioritise skills based assessments. These practices reflect our pledge to maintain a welcoming and inclusive recruitment experience that strengthens our diverse workplace culture.

- Creating a working environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity, and inclusion policy.
Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation, and unlawful discrimination.
- All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation, and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public
- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others during the organisation's work activities. Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice. Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.
- Make opportunities for training, development, and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure fairness and update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy. Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in

practice, reviewing them annually, and considering and taking action to address any issues.

- We are dedicated to creating a transparent, equitable process for employee growth and advancement. We ensure that all employees have equal access to career opportunities, from training and high visibility projects to structured promotion paths. Our managers are supported with bias awareness resources to maintain objectivity and consistency in performance reviews.
- Promotion decisions are made with fairness, representation, and inclusivity in mind. Diverse committees, made up of individuals across genders, ethnicities, and departments, collaborate in our decision making process. This approach allows us to bring multiple perspectives into every promotion decision and helps ensure that evaluations are balanced and unbiased. Through regular audits and data transparency, we uphold our commitment to inclusivity and accountability at every stage of development and promotion.

The equality, diversity and inclusion policy are fully supported by Icon Relocation's Senior Management.

Details of our grievance and disciplinary policies and procedures and how we enforce our equal opportunity policy are available on request. This includes with whom an employee should raise a grievance – usually their line manager.

Use of our grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.