

Equality, Diversity & Inclusion Policy

Lucy And Phil Limited

Managing Director's Commitment

At Lucy & Phil Ltd, equality, diversity and inclusion are fundamental to our identity, our values and the way we conduct business. We believe that every individual deserves to be treated with dignity, fairness and respect, and that an inclusive culture enables people and organisations to thrive.

Our success depends upon attracting, developing and retaining talented people from diverse backgrounds, fostering a workplace where everyone feels valued and empowered, and ensuring every customer receives fair, professional and accessible services.

We are committed to eliminating unlawful discrimination, promoting equal opportunities, embracing diversity and creating an environment where differences are respected and celebrated. This commitment extends beyond our employees to our customers, suppliers, subcontractors, business partners and the communities in which we operate.

Through strong leadership, accountability and continual improvement, Lucy & Phil Ltd will maintain the highest standards of equality, diversity and inclusion across every aspect of our business.

Managing Director

Lucy & Phil Ltd

1. Policy Statement

Lucy & Phil Ltd is committed to creating and maintaining a workplace and service environment where every individual is treated with dignity, fairness, equality and respect.

We recognise that diversity strengthens our organisation by encouraging innovation, improving decision-making, enhancing

creativity and enabling us to better understand and serve the communities in which we operate.

We are committed to ensuring that no employee, worker, applicant, customer, supplier, subcontractor or member of the public is subjected to unlawful discrimination, harassment, bullying, victimisation or any form of unfair treatment.

Equality, diversity and inclusion are embedded within our governance, employment practices, procurement activities, customer service and operational delivery.

2. Purpose

This Policy aims to:

Promote equality of opportunity for everyone.

Foster an inclusive, respectful and supportive workplace.

Eliminate unlawful discrimination, harassment and victimisation.

Support fair recruitment, retention and career progression.

Ensure accessible and inclusive services.

Promote diversity throughout our workforce and supply chain.

Meet our legal, contractual and ethical responsibilities.

Support sustainable business growth through inclusive practices.

Demonstrate our commitment to responsible corporate governance.

3. Scope

This Policy applies to:

Directors

Employees

Agency Workers

Temporary Workers

Apprentices

Consultants

Contractors

Volunteers

Work Experience Students

Subcontractors

Job Applicants

Suppliers and Business Partners

This Policy applies throughout:

Recruitment

Induction

Employment

Training

Promotion

Procurement

Contract Management

Service Delivery

Customer Care

Business Development

Tendering Activities

Community Engagement

4. Our Core Values

Every decision made within Lucy & Phil Ltd is guided by the following values:

Integrity

Respect

Accountability

Professionalism

Inclusion

Excellence

Fairness

Collaboration

Innovation

Continuous Improvement

These values shape our culture and influence how we work with our employees, customers and stakeholders.

5. Our Equality Objectives

Lucy & Phil Ltd is committed to:

Building a diverse workforce that reflects the communities we serve.

Removing barriers to employment and progression.

Creating opportunities for learning and development.

Encouraging inclusive leadership.

Supporting employee wellbeing.

Delivering accessible services.

Promoting equality throughout our supply chain.

Supporting local employment opportunities.

Continuously reviewing our practices to improve inclusion.

Meeting the expectations of our customers and public-sector partners.

6. Legal Framework

This Policy supports compliance with:

Equality Act 2010

Human Rights Act 1998

Employment Rights Act 1996

Health and Safety at Work etc. Act 1974

UK General Data Protection Regulation (UK GDPR)

Data Protection Act 2018

Lucy & Phil Ltd will continue to monitor legislative developments and update this Policy where necessary.

7. Protected Characteristics

Lucy & Phil Ltd will not tolerate discrimination based upon:

Age

Disability

Gender Reassignment

Marriage and Civil Partnership

Pregnancy and Maternity

Race

Religion or Belief

Sex

Sexual Orientation

In addition, we oppose discrimination based upon:

Nationality

Language

Socio-economic background

Caring responsibilities

Appearance

Educational background

Political opinion (where protected by law)

Any other unjustifiable factor.

8. Zero Tolerance

Lucy & Phil Ltd operates a zero-tolerance approach towards:

Direct discrimination

Indirect discrimination

Harassment

Sexual harassment

Victimisation

Bullying

Retaliation

Hate speech

Intimidation

Offensive behaviour

Abuse

Unlawful victimisation

Any breach of this Policy will be investigated thoroughly and may result in disciplinary action, termination of employment or contract, or referral to the appropriate authorities where required.

9. Recruitment & Selection

Lucy & Phil Ltd is committed to fair, transparent and inclusive recruitment.

We will:

Advertise vacancies fairly.

Use objective selection criteria.

Recruit solely on merit.

Remove unnecessary barriers to employment.

Make reasonable adjustments throughout recruitment.

Conduct fair interviews.

Verify qualifications consistently.

Verify Right to Work fairly.

Protect applicant confidentiality.

Promote equal access to apprenticeships and training.

Encourage applications from underrepresented groups where appropriate.

10. Employment

Lucy & Phil Ltd provides equal opportunity throughout employment including:

Induction

Training

Career Development

Promotion

Performance Management

Flexible Working

Employee Benefits

Pay Reviews

Redeployment

Redundancy

Retirement

Employment decisions will always be based upon merit, competence, qualifications, experience and legitimate business requirements.

11. Reasonable Adjustments

Lucy & Phil Ltd is committed to removing barriers wherever reasonably practicable.

Reasonable adjustments may include:

Accessible communications.

Flexible working arrangements.

Additional interview support.

Alternative document formats.

Workplace adjustments.

Specialist equipment.

Temporary workplace adaptations.

Accessible meeting arrangements.

Every request will be considered individually, fairly and confidentially.

12. Inclusive Workplace

We aim to create a workplace where every individual feels:

Welcome

Safe

Supported

Included

Valued

Heard

Respected

We encourage:

Open communication.

Professional behaviour.

Respectful challenge.

Collaboration.

Knowledge sharing.

Inclusive leadership.

Cultural awareness.

Continuous learning.

13. Customer Commitment

Every customer has the right to receive services that are:

Professional

Respectful

Accessible

Fair

Inclusive

Consistent

Free from discrimination

Lucy & Phil Ltd will not tolerate discriminatory behaviour towards customers, employees or representatives.

14. Suppliers & Supply Chain

We expect suppliers and subcontractors to:

Operate lawfully.

Respect human rights.

Promote equality.

Prevent discrimination.

Provide safe workplaces.

Comply with Modern Slavery legislation.

Support ethical employment practices.

Supplier performance may be reviewed as part of our procurement and contract management processes.

15. Social Value

Lucy & Phil Ltd recognises that equality, diversity and inclusion contribute directly to positive social value.

We are committed to:

Supporting local employment.

Creating apprenticeships where possible.

Supporting local communities.

Working with SMEs where appropriate.

Encouraging supplier diversity.

Promoting sustainable business practices.

Supporting charitable and community initiatives where practicable.

16. Leadership & Governance

The Managing Director has overall responsibility for this Policy.

Senior Management will:

Lead by example.

Promote an inclusive culture.

Allocate appropriate resources.

Review equality performance.

Investigate concerns.

Monitor compliance.

Promote continual improvement.

Managers are responsible for implementing this Policy throughout their teams.

Every employee is responsible for contributing to an inclusive workplace and treating others with dignity and respect.

17. Reporting Concerns

Anyone who experiences or witnesses discrimination, harassment or victimisation should report the matter promptly.

Concerns may be raised with:

A Line Manager

The Managing Director

Human Resources (where applicable)

All reports will be:

Taken seriously.

Investigated fairly.

Handled confidentially wherever possible.

Managed without retaliation.

18. Training

Lucy & Phil Ltd will provide training appropriate to employees' roles, including:

Equality legislation.

Diversity awareness.

Inclusive leadership.

Preventing harassment.

Customer service.

Recruitment best practice.

Unconscious bias awareness.

Professional conduct.

Training requirements will be reviewed regularly.

19. Monitoring & Key Performance Indicators

Lucy & Phil Ltd will monitor the effectiveness of this Policy through:

Recruitment outcomes.

Employee retention.

Diversity monitoring (where lawfully collected).

Training completion.

Equality-related complaints.

Customer feedback.

Employee engagement.

Supplier compliance.

Internal audits.

Annual management review.

The findings will be used to identify trends, improve practices and support continual improvement.

20. Related Policies

This Policy should be read alongside:

Code of Business Conduct & Ethics

Recruitment Policy

Complaints Policy

Data Protection Policy

Information Security Policy

Health & Safety Policy

Modern Slavery Statement

Social Value Policy

Safeguarding Policy

Whistleblowing Policy

Environmental Policy

Quality Policy

21. Continuous Improvement

Lucy & Phil Ltd recognises that equality, diversity and inclusion are ongoing commitments rather than one-time initiatives.

We will:

Review this Policy annually.

Monitor legislative developments.

Consult employees where appropriate.

Learn from feedback and complaints.

Improve our recruitment and employment practices.

Strengthen inclusive leadership.

Share best practice across the organisation.

Set objectives to improve equality performance over time.

22. Policy Review

This Policy will be reviewed:

Annually.

Following legislative changes.

Following organisational changes.

Following significant incidents.

Following customer or employee feedback where improvements are identified.

Contact Us

Lucy & Phil Ltd

Email: support@lucyandphilltd.co.uk

Telephone: 01753 463799

Website: <https://lucyandphilltd.co.uk>

If you have any questions regarding this Policy or wish to report a concern, please contact us using the details above.

Lucy & Phil Ltd Commitment

Equality, diversity and inclusion are not simply legal obligations—they are fundamental to who we are as a business. Lucy & Phil Ltd is committed to creating an environment where people are respected, opportunities are based on merit, differences are valued and every individual can contribute with confidence. Through strong leadership, ethical governance and continuous improvement, we aim to build a workplace and deliver services that reflect the highest standards of professionalism, integrity and inclusion while creating lasting value for our employees, customers, partners and the communities we proudly serve.

Signature:

A handwritten signature in black ink, appearing to read 'D. Ross', is written over a horizontal line.

Position: Managing Director

Date: 27/ 08/2026

Review: 27/08/2027