

Equal Opportunity

Zoloterra Ltd understands that managing diversity means valuing people as individuals. In relation to employees it is about ensuring that all employees have the opportunity to maximise their potential and enhance their self-development and their contribution to the organisation.

Zoloterra Ltd understands that 'equality of opportunity' is concerned with ensuring that staff, applicants and others are not unlawfully or unfairly discriminated against, in accordance with the Equality Act 2010. Discrimination is unlawful when it takes place on one of the following grounds (known as 'protected characteristics'):

- Age
- Disability
- Gender re-assignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Types of Discrimination

Direct Discrimination

Zoloterra Ltd will make every effort to avoid Direct Discrimination. Direct discrimination is when someone is treated less favourably than someone else just because of a protected characteristic. For example, it would be direct discrimination if a manager was to exclude an employee from a training course just because they are gay.

Discrimination by Association

It is also direct discrimination when someone is treated less favourably than someone else because they associate with someone with a protected characteristic. For example it would be direct discrimination if an employee ostracised a colleague because the colleague had a gay flatmate.

Discrimination by Perception

Direct discrimination also includes situations where someone is treated less favourably because they are perceived to have a protected characteristic. For instance, it would be direct discrimination if an employee ostracised a colleague because they 'think' the colleague is gay.

Indirect Discrimination

Furthermore Zoloterra Ltd will make every effort to avoid indirect discrimination by ensuring that no requirement or condition will be imposed without justification which

could disadvantage individuals purely because of a protected characteristic.

Victimisation

This is when someone is subjected to a detriment because they have made or supported a complaint or raised a grievance under the Equality Act, or because they are suspected of doing so. (An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint.)

Bullying is characterised by offensive, intimidating, malicious or insulting behaviour. An abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

It can be direct or indirect, either verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work.

The following examples may constitute bullying:

- threats, abuse, teasing, gossip and practical jokes
- humiliation and ridicule either in private, at meetings or in front of customers/clients
- name calling, insults, devaluing with reference to age, physical appearance
- setting impossible deadlines
- imposing excessive workloads
- making unjustified criticisms
- excessive monitoring
- Unreasonably removing responsibilities
- Unreasonably allocating menial and pointless tasks
- Unreasonably withholding information
- Unreasonably refusing requests for leave, holiday or training.

It should be noted that it is the impact of the behaviour which is relevant and not the motive or intent behind it.

Harassment is unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating,

hostile, degrading, humiliating or offensive environment for that individual.

Harassment may take many forms. It can range from extreme forms such as violence to less obvious actions such as persistently ignoring someone at work. The following, though not an exhaustive list, may constitute harassment:

- physical contact ranging from touching to serious assault
- verbal and written harassment through jokes, offensive language, gossip and slander, letters
- isolation or non-cooperation at work, exclusion from social activities intrusion by pestering, spying, following etc.

Third party harassment is the harassment of employees by a third party, who are not employees of Zoloterra Ltd and applies to the following protected characteristics: sex, age, disability, gender reassignment, race, religion or belief and sexual orientation.

Positive Work Environment Policy

Zoloterra Ltd is committed to creating a harmonious working environment, which is free from harassment and bullying and in which every employee is treated with respect and dignity.

It is committed to ensuring that individuals do not feel apprehensive because of their religious belief, political opinion, gender, marital status, sexual orientation, race, age, disability or as a result of being subjected to any inappropriate behaviour.

Unlawful discrimination, victimisation, harassment and bullying are unacceptable behaviour at work and will be treated as gross misconduct warranting dismissal. All employees must comply with this policy.

Your responsibilities

All employees have a responsibility to help create and maintain a working environment that respects the dignity of employees. You should be aware of the serious and genuine problems, which unlawful discrimination, victimization, harassment and bullying can cause, ensure that your behaviour is beyond question and could not be considered in any way to be harassment or bullying. You should discourage such behaviour by making it clear that you find it unacceptable and by supporting colleagues if they are experiencing harassment or bullying and are considering making a complaint. You should alert a Manager or Supervisor to any incidents to enable Zoloterra Ltd to deal with the matter.