

# Equality, Diversity & Inclusion Policy

**Policy Owner:** Jody Walker

**Approved by:** Managing Director

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**Next Review Date:** 08 April 2026

**Version:** 1.0



## Purpose and Scope

OSI's Equality, Diversity & Inclusion Policy sets out our commitment to providing a fair, inclusive, and supportive environment for all. The purpose of this policy is to ensure that no employee, job applicant, customer, contractor, or business partner is treated less favorably on the basis of any protected characteristic or personal trait. We are committed to compliance with the Equality Act 2010 and all related anti-discrimination laws. This policy applies to all OSI employees (full-time, part-time, temporary, and contract staff), job applicants, trainees/interns, consultants, and any other representatives acting on our behalf. It covers all aspects of employment and workplace conduct, including recruitment, compensation, training, promotion, discipline, termination, and the provision of services to clients.

## Policy Statement

OSI is an equal opportunities employer. We value the diversity of our workforce and the communities we serve, and we strive to cultivate an inclusive culture where differences are not only respected but celebrated. Discrimination, harassment, bullying or victimisation on any grounds (whether age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, ethnic or national origin, religion or belief, sex, sexual orientation, or any other characteristic) is strictly prohibited. All decisions in OSI – from hiring to career development – are based on merit, qualifications, performance, and business needs. We recognize that a diverse workforce brings a variety of ideas, perspectives, and skills that enhance our decision-making and performance. The company is committed to providing equal access to opportunities and resources for all, and to eliminating any existing barriers that might prevent full participation at work.

## Recruitment, Promotion, and Training

Our recruitment and selection processes are designed to be fair, transparent, and based on objective criteria. Job vacancies are advertised publicly (where appropriate) and formulated without bias or language that might discourage any group from applying. We aim to reach a broad and diverse pool of candidates. Selection for employment or promotion is made solely on the basis of aptitude, ability, and qualifications relevant to the role. Interview questions and assessments are structured to probe skills and experience, never personal characteristics or circumstances (aside from reasonable adjustments for disabilities). We do not inquire about protected characteristics (such as health/disability or family plans) during recruitment except where lawfully permitted (for example, to implement necessary accommodations for an interview). All new employees undergo

an induction that includes training on company policies including EDI, and we provide ongoing training and development opportunities to ensure every staff member can progress based on talent and effort. Promotion and advancement within OSI are based on merit – with clear criteria and regular appraisals to identify and support talent from all backgrounds.

## **Workplace Conduct and Anti-Harassment**

OSI maintains a zero-tolerance stance towards any form of harassment or bullying. All employees are expected to treat colleagues, customers, and partners with courtesy and respect. Harassment (including unwanted conduct related to a protected characteristic that violates someone's dignity or creates an intimidating, hostile or offensive environment) and sexual harassment are expressly forbidden. We have a separate Anti-Bullying and Harassment Policy that provides guidance on acceptable conduct and outlines procedures for reporting and handling complaints. Any employee found to have engaged in discrimination, harassment or bullying will face disciplinary action, which could include dismissal. We encourage employees to speak up (without fear of reprisal) if they experience or witness any behavior that undermines our EDI principles – concerns can be raised with management or through our Whistleblowing Policy if necessary. All complaints will be taken seriously, handled sensitively, and investigated promptly and impartially.

## **Reasonable Adjustments and Accessibility**

OSI is committed to ensuring that individuals with disabilities or specific needs can fully participate in our workplace and access our services. We will make reasonable adjustments in the work environment or in working arrangements to accommodate people with disabilities or health conditions. For example, this may include providing special equipment, modifying duties, offering flexible working, or making adjustments to the recruitment process for candidates who require it. Our offices and facilities aim to be accessible, and we take accessibility into account when planning any new premises or service delivery methods. We also strive to accommodate religious practices or cultural needs (such as prayer times or cultural holidays) where possible in our operational planning. By making such adjustments, we enable everyone to contribute effectively and feel included at OSI.

## **Responsibilities**

Equality, diversity, and inclusion are the responsibility of every OSI employee. Management Responsibilities: OSI's directors and managers are responsible for leading by example in upholding this policy. They must ensure their teams understand EDI principles, prevent and address any discriminatory behavior, and create a welcoming environment. Managers will also periodically review practices (such as pay decisions or promotion criteria) to ensure fairness and identify any unintended biases. Employee Responsibilities: Every employee has a duty to act in accordance with this policy. This means treating colleagues and stakeholders with respect, refraining from any unfair or prejudiced behavior, and reporting any incidents of discrimination or harassment they become aware of. Employees should also cooperate with any measures introduced to promote equality and attend relevant training sessions. By working together, we can maintain an environment that values diversity and does not tolerate injustice.

## Monitoring and Review

OSI will regularly monitor the effectiveness of this EDI Policy. This may involve reviewing recruitment and promotion outcomes, pay equity, training participation, and grievance/complaint statistics to detect any patterns of inequality. We may also collect anonymous diversity data from our workforce (in line with data protection laws) to help inform our EDI efforts. If any issues are identified, we will take steps to address them – such as revising procedures or providing additional training. This policy will be reviewed annually (or sooner if required by law changes) by senior management to ensure it remains current and effective. Updates will be communicated to all staff. Employees are invited to contribute suggestions on how we can further improve diversity and inclusion at OSI. Ultimately, our goal is continuous improvement – building a workforce that reflects our diverse society and a workplace culture where everyone feels valued and empowered to achieve their best.

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