

EQUAL OPPORTUNITIES POLICY

This policy and procedure is non-contractual and without prejudice to your statutory rights.

General Principles:

Melissa Greenwood Coaching Ltd (MGC Ltd) is committed to ensure that no employee, job applicant and former employee receives less favourable treatment due to their: sex, sexual orientation, marital status, disability, race, colour, ethnic origin, religion, belief, nationality, age or trade union membership.

The Company recognises the value of a diverse workforce and will recruit and seek to retain staff based on their suitability, capability and qualifications.

The Company will endeavour to achieve and maintain a workforce that broadly reflects the local community in which it operates.

The Company's policy and procedures concerning equal opportunities will be reviewed regularly.

Responsibility

All employees have a responsibility to observe the policy; this includes maintaining acceptable standards of behaviour towards colleagues, suppliers and customers.

All Managers have responsibility to understand and actively promote the policy. The HR Department is responsible for ensuring that the policy is communicated consistently throughout the Company and provide training and guidance where necessary.

The Company will take any allegations of discrimination, harassment or victimisation raised by an employee seriously, in order to ensure the work environment is free from intimidation.

Codes of Practice

The Company will take legal requirements and Codes of Practice into account in carrying out the policy.

Communication

The Company's stance on Equal Opportunities will be publicised in the Employee Handbook, the Operations Guidelines and through training courses.

Well Being Policies and Procedures

Monitoring and Review

The Company will monitor procedures to ensure that decisions concerning recruitment, promotion, training or any other Terms and Conditions of Employment are free from discrimination. The Equal Opportunities Policy will be reviewed on an annual basis to ensure relevance and ensure current statute requirements are met.

Harassment and Victimisation Free Environment

The Company is committed to promoting a working environment that respects the individual employee, customer and supplier. Therefore, any conduct, behaviour, mis-use of company communications; e.g. e-mail, phones, text messaging and notice boards will

not be tolerated.

Breach of Policy

Any breaches or alleged breaches of the Equal Opportunities Policy will be fully investigated and pursued through the Company's grievance and disciplinary procedures.

Individual(s) complaints

All employees have a right to pursue a complaint concerning discrimination or victimisation via the Company's procedures for; Bullying and Harassment (incl. Violence) Procedure, Grievance Procedure. Any individual or individuals that feel that they cannot discuss their issue or complaint with their Line Manager should contact an independent HR representative for advice.

Recruitment and Selection

Recruitment training

Interviewers will be fully trained on promoting Equal Opportunities in recruitment and throughout employment.

Advertising

Job advertisements will be designed so as not to exclude or deter applications due to their; sex, sexual orientation, marital status, disability, race, colour, ethnic origin, religion, belief, nationality, age or trade union membership.

Application Forms and Monitoring

Application forms including sections on gender, age, ethnic group, religion/belief and disabilities make clear that this information is required for monitoring purposes only.

Selection Criteria

Short-listing for interview will be carried out against selection criteria based on essential job requirements noted in a person specification, job profile and competencies for the job.

Equal Opportunities applied to Company Procedure:

Performance Management

The Company's performance appraisal process and related counselling, coaching and disciplinary procedures will all be carried out in accordance with an employees performance which will be judged on criteria which is directly relevant to their job.

Training and Competence

All employees will receive training both to enable them to perform their jobs effectively and to develop personally in order for them to pursue career opportunities in the Company.

The following applies:

Induction and management training courses will include tuition on the Equal Opportunities Policy, and individuals' legal responsibilities.

Job promotion will be assessed by employee merit, achievement and development potential. Line Managers performance will be partly judged on their success in developing their team and individual staff regardless of their sex, sexual orientation, marital status, disability, race, colour, ethnic origin, religion, belief, nationality, age or trade union membership.

Training is available not only to enable staff to perform their current role, but also to assist their future development - access to such training will be equal for all employees.

Employees who become disabled

Where an existing employee has become disabled, training will be provided to help them either to retain their current job, or to carry out a new job role where this is possible. Where appropriate, assistance will be sought from the appropriate external advisory organisation. In such cases, the Company will be prepared to provide special assistance to employees.

Age Discrimination:

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General Principles:

As a part of its diversity policies, Melissa Greenwood Coaching Ltd aims to attract and employ staff of a diverse mix of age ranges, which is representative of the UK population.

MGC Ltd will strive to eliminate discrimination on the grounds of age, and is committed to providing equal employment and career opportunities to all employees.

What is Age Discrimination?

The Employment Equality (Age) Regulations make it unlawful to discriminate against anyone on the grounds of age. Therefore, the legislation affects both younger and older employees.

Age discrimination aims to eliminate stereotypes and myths that exist about age. It also aims to prohibit unjustified direct and indirect age discrimination, and all harassment and victimisation on grounds of age, of people of any age, young or old. The Employment Equality (Age) Regulations 2006 impacts both employment and vocational training. It is therefore unlawful to discriminate against workers, employees, job seekers and trainees because of their age. By managing discrimination, MGC LTD will attempt to ensure fairness at work. By eliminating discrimination MGC LTD will attract, motivate and retain staff and enhance its reputation as a fair employer.

Direct Discrimination

The regulations make it unlawful to discriminate on the grounds of age; that is, to treat them less favourably than others because of their age – unless objectively justified. For example; it will be unlawful to carry out any the following where the reason is, or is related to, the age of a candidate or employee:

Employ someone.

Dismiss an employee.

Refuse to provide training.

Deny promotion.

Give adverse terms and conditions of employment.

Retire an employee before the employer's usual retirement age or retire an employee before the default retirement age of 65 without an objective justification.

Indirect Discrimination

The regulations make it unlawful to indirectly discriminate on the grounds of age; that is, to apply a provision, criterion or practice which disadvantages people of a particular age unless it can be objectively justified. Indirect discrimination is unlawful whether it is intentional or not. For example, it could be indirect discrimination if an employer requires an older person to meet a physical fitness test which younger people can meet easily, if the fitness standard is not reasonable for the job in question.

Lawful Discrimination

There are limited circumstances when it is lawful to treat people differently because of their age. It is not unlawful to discriminate on the grounds of age if: There is an objective justification for treating people differently; for example, it might be necessary to fix a maximum age for the recruitment or promotion of employees (this maximum age might reflect the training requirements

of the post or the need for a reasonable period of employment before retirement). An employee is older than, or within six months of, the employers normal retirement. The discrimination is covered by one of the exceptions or exemptions given in the regulations; e.g. pay related to National Minimum Wage. There is a genuine occupational requirement (GOR) that a person must be of a certain age.

Harassment

The regulations make it unlawful to subject an employee, customer or supplier to harassment on the grounds of age. Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them having regard to all the circumstances, including the perception of the victim. Harassment includes behaviour that is offensive, frightening or in any way distressing. It may be intentional bullying which is obvious or violent, but it can also be unintentional, subtle and insidious. It may invoke nicknames, teasing, name calling or other behaviour which is not carried out with malicious intent but which is unwanted. It may be about the individual's age or it may be about those with whom the individual associates. It may not be targeted at an individual(s) but consist of a general culture which, for instance, appears to tolerate the telling of ageist jokes.

Victimisation

The regulations make it unlawful to victimise an employee, customer or supplier because they have made, or intend to make, a complaint or allegation or have given or intend to give evidence in relation to a complaint of discrimination on the grounds of age or harassment. It is also unlawful to discriminate against someone, in certain circumstances, after the working relationship has ended. This covers issues such as references either written or verbal.

An Instruction to Discriminate

The regulations make it unlawful for an employer to discriminate against an employee by treating him or her less favourably because: The individual has not carried out an instruction to discriminate, or Having been given an instruction to commit an unlawful act of age discrimination, that individual raises a complaint about it to the employer or someone else.

Company attitude to Age Discrimination

Age discrimination is unfair and unlawful and will not be tolerated by MGC LTD. Such acts by employees will be dealt with using the Company's disciplinary procedures and may result in summary dismissal. Every employee at work has a duty to ensure that his/her conduct at work, or connected with work, is not in breach of this policy.

Responsibility for preventing Age Discrimination

MGC LTD Line Managers are responsible for the day-to-day implementation of this policy and procedure in order to protect all employees. But, it is the responsibility of the employee to ensure the workplace is free from age discrimination and that instances may be discreetly and confidentially brought to the attention of the Line Managers or the HR Department to investigate. The HR Department is responsible for the overall implementation and monitoring of this policy and its procedure.

Complaints of Age Discrimination

Any complaints of age discrimination must be promptly reported to an appropriate Line Manager and/or HR Department. Such complaints will be treated in confidence. As a procedure, all such complaints are investigated and, wherever possible, all investigations will be carried out by the Line Managers or supervisors outside of the line management structure of the employee(s) concerned, this is in order to maintain impartiality. Upon completion of the investigation the matter will decide whether there are sufficient grounds to recommend a

disciplinary hearing, in accordance with Performance – Misconduct.

Commitment to employees who raise a complaint of Age Discrimination

An employee who sincerely brings a complaint of age discrimination to the Company's attention, whether due to alleged acts against themselves or colleagues, shall not be victimised by the Company for bringing such a complaint.

Health And Safety Procedures:

This policy and procedure is non-contractual and without prejudice to your statutory rights.

Responsibilities:

Managing Director

Has overall responsibility for the safe operation of the Company. Is responsible for major policy decisions and arranging adequate provision of finance and resources.

Ensuring that the Company Policy demonstrates senior management commitment to pursuing Health and Safety objectives.

Is responsible for the implementation of the organisation and arrangements of Health and Safety for the Company.

Ensure that all contractors are aware of their responsibility to work within the bounds of current Health and Safety legislation.

Ensure customers and employees are not at risk from these working methods.

Ensure that all property is maintained to a safe standard and that any reported defects are dealt with promptly and effectively.

Establish and maintain the Health & Safety Policy for the MGC LTD to ensure a safe workplace for all employees without risk to health.

To establish a plan for the effective implementation of the Policy and the ongoing promotion of Health & Safety at Work.

Keep abreast of, and ensure the effective dissemination, of all current and forthcoming Health & Safety statutory requirements within the MGC LTD.

Interpret impending legislation and the likely impact it may have on the MGC LTD and its activities and to assess any financial implications they may have.

Provide health and safety training guidance for Line Managers to deliver.

Demonstrate a genuine commitment to pursuing high standards of Health and Safety.

Investigate all issues/concerns relating to health and safety in the workplace and ensure the appropriate action is taken.

Identify training needs.

Ensure that risks are identified and then eliminated, reduced or adequately controlled.

Ensure that all Health and Safety policies and the Health and Safety Manual are easily accessible to all employees.

Keep all employees informed of changes and developments in Health and Safety.

Ensure that all accidents, incidents and dangerous occurrences are properly investigated and that appropriate remedial action is taken.

Notify the Environmental Health Department as required as required under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

Update and amend the Health & Safety Manual as required.

All Employees

Have a primary responsibility for their own health and safety at work and for others who may be affected by their actions. They also have a duty to co-operate so far as is necessary to enable that duty or requirement to be performed or complied with.

Must be pro-active when confronted with any issue relating to health and safety.

Must ensure that the contents of the Health and Safety Policy and relevant section of the Employee Guide are read and understood and that clarification is sought from their immediate manager if necessary.

Know the correct method of operating any equipment that has to be used and to report any faults immediately.

Be aware of the fire precautions and the procedures to be adopted in case of fire both within the MGC Ltd office premises and when visiting other organisations.

Know what to do in the event of evacuation, and assist any customers or visitors on the premises at the time.

Notify the Manager immediately of any accident in which they are involved.

Notify the Manager immediately of any medical conditions which may affect their work.

Must be aware that all health and safety issues/concerns raised by employees will be investigated and all reasonable action will be taken to rectify the issue/concern in line with current legislation. Once rectified it is expected that the employee will resume/carry out their normal duties.

Notify the Manager immediately of anything that may reasonably endanger themselves or others.

Not intentionally or recklessly interfere with or misuse anything provided in the interests of Health Safety and Welfare.

Conduct themselves in such a manner that normally accepted standards of health and hygiene are maintained. Breaches of this may also render the individual liable to disciplinary action.

Contractors

Must provide proof of Professional and Personal Indemnity of up to £1,000,000.00

Take responsibility for their own personal Health and Safety when contracted to MGC Ltd to visit Client's premises.

Conduct themselves in a manner that is in line with MGC Ltd standards and practices.

Health and Safety Training

All new employees receive Health and Safety training during their 3-month probationary period.

All employees are encouraged to discuss any training need relating to health and safety in the workplace with their Line Manager.

Specific Health and Safety training will be provided on an ongoing basis.

All management staff will be fully trained on how to complete risk assessments, in order that they can minimise risk to all employees, customers, contractors and any visitors to the premises.

Health and Safety Procedures

The Company has procedures laid down in respect of the following:

Reporting of accidents and incidents at work

First Aid

Fire and bomb

Violence at work

Protective Equipment

Operation of dangerous equipment

Control of substances hazardous to health (COSHH)

Manual Handling

Dealing with contractors.

Stress:

This policy and procedure is non-contractual and without prejudice to your statutory rights.

Introduction

We are committed to protecting the health, safety and welfare of our employees and recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying

and reducing workplace stress or the position of stress.

This policy will apply to everyone in the Company, Managers are responsible for the implementation and the Company is responsible for providing the necessary resources.

Definition of stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand put on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Policy

The Company will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. The risk assessments will be regularly reviewed.

The Company will provide training for all managers and supervisory staff in good management practices.

The Company will provide confidential counselling for staff affected by stress caused by work factors or related external factors.

The Company will provide adequate resources to enable managers to implement the Company's agreed stress management strategy.

Managing Director Responsibilities

Ensure good communication between management and staff, particularly where there are organisational or procedural changes.

Ensure staff are fully trained to carry out their duties.

Ensure staff are provided with developmental opportunities.

Monitor workloads to ensure that staff are not overloaded, under loaded or confused.

Monitor working hours and overtime to ensure staff are not overworking.

Monitor holidays to ensure staff take their full entitlement.

Attend training sessions as requested in good management practice and health and safety.

Ensure that bullying and harassment is not tolerated within their jurisdiction.

Be vigilant and offer additional support to staff who are experiencing stress outside work e.g. bereavement or separation.

Give guidance to managers on the stress policy.

Assist in monitoring the effectiveness of measures to address stress by collating sickness and absence statistics.

Advise managers and individuals on training requirements.

Provide continuing support to managers and individuals in a changing environment and encourage referral to specialist agencies where appropriate.

Monitor and review the effectiveness of measures to reduce stress.

Inform the Company of any changes and developments in the field of stress at work.

Employees

Raise issues of concern with your line manager.

Accept opportunities for counselling when recommended.

Safety advisors/committee members must be meaningfully consulted on any changes to work practices or work design that could precipitate stress.

The Managing Director will ensure that this policy is implemented and oversee monitoring of the efficacy of this policy and other measures to reduce stress and promote workplace health and safety.