

Equality & Diversity Policy

Grasshopper Communications is committed to being an inclusive and open place of work, welcoming employees, and clients from all backgrounds. We willingly uphold the Equality Act 2010 and the subsequent (Wales) Regulations 2011.

This policy sets out our approach to equal opportunities and the avoidance of discrimination at work. It applies to all aspects of employment with us, including recruitment, pay and conditions, training, appraisals, promotion, conduct at work, disciplinary and grievance procedures, and termination of employment.

The directors are responsible for this policy and arranging any necessary training on equal opportunities.

This policy does not form part of your contract of employment, and we may amend it at any time.

Fair Treatment

This policy covers all aspects of our business including recruitment, training, advancement, pay and benefits, grievances and discipline, dismissal, redundancy, and leave.

We will not discriminate against any applicant, employee, or client on the basis of:

- age
- disability
- trans status
- marriage or civil partnership
- pregnancy or maternity
- race including colour, nationality, ethnic or national origin
- religion or belief
- gender
- sexual orientation
- menopause

Discrimination

You must not unlawfully discriminate against or harass other people including current and former team members, job applicants, clients, customers, suppliers, and visitors. This applies in the workplace, outside the workplace (when dealing

with clients, suppliers or other work-related contacts), and on work-related trips or events including social events.

The following forms of discrimination are prohibited under this policy and are unlawful:

- **Direct discrimination:** treating someone less favourably because of a Protected Characteristic. For example, rejecting a job applicant because of their religious views or because they might be gay.
- **Indirect discrimination:** a provision, criterion or practice that applies to everyone but adversely affects people with a particular Protected Characteristic more than others and is not justified. For example, requiring a job to be done full-time rather than part-time would adversely affect women because they generally have greater childcare commitments than men. Such a requirement would be discriminatory unless it can be justified.
- **Harassment:** this includes sexual harassment and other unwanted conduct related to a Protected Characteristic, which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in our Anti-harassment and Bullying Policy.
- **Victimisation:** retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment.
- **Disability discrimination:** this includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Recruitment and selection

Recruitment, promotion, and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination. Applications will be anonymised and shortlisting done by more than one person if possible.

Vacancies are advertised to a diverse section of the labour market and avoid stereotyping or using wording that may discourage particular groups from applying.

Job applicants will not be asked questions which might suggest an intention to discriminate on grounds of a Protected Characteristic. For example, applicants will not be asked whether they are pregnant or planning to have children.

Job applicants will not be asked about health or disability before a job offer is made, except in the very limited circumstances allowed by law: for example, to check that the applicant could perform an intrinsic part of the job (taking account

of any reasonable adjustments), or to see if any adjustments might be needed at interview because of a disability. Where necessary, job offers can be made conditional on a satisfactory medical check. Health or disability questions may be included in equal opportunities monitoring forms, which will not be used for selection or decision-making purposes.

Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

Part-time and fixed-term work

Part-time and fixed-term team members are treated the same as comparable full-time or permanent team members and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate) unless different treatment is justified.

Wages

We are registered with the Living Wage Foundation and agree to pay all employees the living wage.

We believe there should be no gender pay gap and will pay all employees based solely on job role and performance.

Graduate & Work Placements

We are an advocate for graduate and work placements to provide young or inexperienced people an opportunity to gain valuable work experience and skills.

Any graduate or work placements we offer will employ these equality guidelines.

Breaches of this policy

We take a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Procedure. Serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal.

If you believe that you have suffered discrimination you can raise the matter through our Grievance Procedure or Anti-Bullying and Harassment Policy. Complaints will be treated in confidence and investigated as appropriate.

You must not be victimised or retaliated against for complaining about discrimination. However, making a false allegation deliberately and in bad faith will be treated as misconduct and dealt with under our Disciplinary Procedure.

Reviewed 31 January 2025

