

Appendix 9: Interserve Diversity Policy

Title	IFM Policy Statement
	Diversity
<i>Policy Number</i>	IFM 5(HR) 4
<i>Version</i>	1
<i>Approved by:</i>	
<i>HR Director</i>	S Thomas
<i>Board</i>	4/7/2007
<i>approved</i>	
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1. Introduction

1.1 These provisions apply to all employees within the Facilities Management Division with the exception of Landmarc.

1.2 This policy supersedes all previous policies and procedures on the same or similar subjects including any issued by and relating to specific Companies or Divisions.

1.3 Some employees are employed under a National Agreement. Should an occasion arise where the provisions of this policy differ from such a National Agreement, the National Agreement will take precedence.

1.4 The policy will be reviewed annually by the Head of HR Policy, Development and Support Service.

2. Policy statement

Interserve Facilities Management (IFM) is committed to a policy of diversity and equality in its employment practices and fully supports the right of all employees to work in an environment which is free of discrimination or bias. The Company believes that equal opportunities for all will ensure that the right people and skills enter the business, employees are trained and encouraged to develop equally so that they fulfil their potential as the Company's largest asset and so that customers are treated fairly and equally.

Diversity is a cultural issue which extends to all aspects of our business. It recognises the value of every individual and the unique contribution each has to offer. Every

employee has a set of skills, experience, talents and personal qualities which are different from those of his and her colleagues. IFM is committed to recognising, utilising and developing these attributes in order to give each employee the best possible employment experience and to maximise their contribution to the Company.

Cultural change takes time and although a number of measures are already in place to achieve this goal others will be developed over a period of time.

3. Measures in place

3.1 Equal Opportunities

The Company is committed to ensuring that there is no discrimination, either direct or indirect against employees or applicants on the basis of gender (including sex, marital and or partnership status, gender re-assignment), disability, race (including ethnic origin, colour, nationality and national origin) religious belief, sexual orientation, working arrangements, or age. The Equal Opportunities Policy IFM 5 (HR)10 explains the legal requirements relating to these groups of people and the responsibilities of the Company, managers and employees in ensuring that they are complied with.

The Equal Opportunities Policy makes it clear to all employees and to new recruits that the Company will be monitoring progress in Equal Opportunities by collecting and maintaining statistical evidence about its workforce and about job applicants. This evidence will not be used for any other purpose.

3.2 Dignity at work

It is a right of every individual to be treated fairly and with respect and dignity. IFM has a number of policies which address this right, giving all employees firm guidance about their behaviour and giving them a process to follow if they feel they have been the victim of bad behaviour.

These policies are:

Harassment, Bullying and Victimisation	IFM 5(HR)5
Whistle blowing	IFM 5(HR)22
Grievance	IFM 5(HR)7

3.3 Work-life balance

IFM recognises that an employee will have different work requirements at various stages of their working life. In valuing the contribution of each employee the Company aims to retain employees who wish to remain in work by, whenever possible and practicable, by accommodating their changing needs. Policies detailing these are:

Flexible Working	IFM 5(HR)16
Homeworking	IFM 5(HR)13
Parental Leave	IFM 5(HR)17
Dependency Leave	IFM 5(HR)18

Childcare Vouchers

IFM 5(HR)32

3.4 Training & Development

Managers and employees will identify and satisfy training needs, developing the skills and potential of all employees and maximising their contribution to the Company.

3.5 Recruitment

All vacancies will be advertised internally giving employees the opportunity to apply for jobs in other work areas and to progress to their full potential.

Recruiting managers will advertise to encourage applications from a diverse range of people and will short-list and interview to select the person from that pool who most closely matches the pre-defined job requirements. No account will be taken of issues which do not impact on the candidate's ability to do the job.

Policies defining these requirements include:

Recruitment:	IFM 5(HR)9 and IFM 5(HR)21
Selection	IFM 5(HR)11
Equal Opportunities	IFM 5(HR)10

4. Advice

Help and advice about this policy may be obtained from HR Advisors at the Interserve^{fm} HR Helpdesk:

Address: Intersection House, 110 Birmingham Road, West Bromwich. B70 6RP

Fax: 0121 524 8815

Contact numbers and email addresses for the HR Helpdesk may be obtained using the following link <http://interlink.interserve/fm/support/Human+Resources>