



Title: Quidos Diversity, Equality and Inclusion Policy
Issue: V1.0
Issued by: Eleanor Wyatt **Date:** 11/07/2025
Approved by: Catherine Garrido **Date:** 14/07/2025

Revision History

Issue	Issued	Approved	Reviewed
1.0	11/07/2025	14/07/2025	



Quidos Diversity, Equality and Inclusion Policy

Purpose

Quidos is committed to creating and maintaining a workplace and customer environment where diversity is valued, equality is upheld, and inclusion is actively promoted. We recognise that a diverse and inclusive culture strengthens our organisation by fostering innovation, improving decision-making, and reflecting the communities we serve.

This policy defines Quidos' approach to embedding Diversity, Equality, and Inclusion (DEI) principles into all aspects of our operations, ensuring compliance with relevant legislation such as the Equality Act 2010 (UK) and equivalent laws in jurisdictions where we operate.

Scope

This policy applies to all employees, contractors, interns, job applicants, suppliers, customers, and any other individuals engaged with Quidos, across all locations and levels of the organisation.

Definitions

- **Diversity** refers to recognising and valuing the differences in people including race, ethnicity, gender, age, sexual orientation, disability, religion, socioeconomic background, nationality, and more.
- **Equality** means ensuring fair treatment, equal access to opportunities, and eliminating discrimination or bias based on protected characteristics.
- **Inclusion** means creating an environment where everyone feels welcomed, respected, and empowered to contribute fully.
- **Protected Characteristics** include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation (per Equality Act 2010 UK and relevant laws).



Our Commitments:

Diversity

We value the differences that people bring to the workplace. We recognize diversity in all its forms, including but not limited to:

- Race, ethnicity, and cultural background
- Gender and gender identity
- Age
- Sexual orientation
- Disability or neurodiversity
- Religion or belief
- Marital status or family structure
- Socioeconomic background
- Nationality or citizenship

Equality

At Quidos, we ensuring that every individual has access to the same opportunities and is treated fairly. We recognise that equality in fact goes beyond simply treating everyone the same—it means acknowledging and addressing the different needs and challenges people may face, and working to ensure equal opportunities for all.

We are committed to:

- **Fair Treatment:**
 - All employees, business partners, and third parties will be treated with respect, dignity, and fairness, irrespective of age, race, gender, sexual orientation, religion or belief, disability, nationality, or any other protected characteristic.
- **Equal Access to Opportunities:**
 - We will ensure that everyone has equal access to employment, training, promotion, and development opportunities based only on merit, ability, and potential.
- **Eliminating Discrimination:**



- Discrimination, harassment, bullying, or victimisation of any kind is not tolerated. We will actively investigate all complaints and take corrective action if and when necessary.
- **Transparent Processes:**
 - Recruitment, appraisal, pay, and promotion practices are actively reviewed and monitored to ensure they are free from bias and barriers that disadvantage any group.
- **Legal Compliance:**
 - We comply with all applicable equality laws and regulations, including the Equality Act 2010 (UK) or relevant national legislation in other jurisdictions where we operate.

Inclusion

Inclusion at Quidos means creating a culture where everyone feels welcome, valued, and empowered to contribute. We want every individual to feel a sense of belonging and to know that their contributions matter.

We are committed to:

- **Fostering Belonging:**
 - We aim to build an environment where individuals of all backgrounds feel comfortable to be themselves and contribute freely.
- **Encouraging Open Dialogue:**
 - We promote a culture of open and respectful communication, as we believe that constructive discussions help us to develop as individuals and as an organisation.
- **Creating Inclusive Spaces:**
 - We design our workspaces to be accessible and welcoming to all. This includes considering needs such as mobility access, neurodivergent-friendly environments, and cultural or religious considerations.
- **Inclusive Leadership:**
 - Our leaders are required to model inclusive behaviours, encourage diverse perspectives in decision-making, and actively support the development of inclusive teams.
- **Employee Voice & Participation:**
 - We encourage and value employees' open expression of opinions to foster meaningful participation.



Commitments in Action:

- **Religion or Belief**

- Promote respect and understanding for all religious beliefs and none.
- Avoid scheduling meetings on religious holidays relevant to individuals.
- Review policies to prevent indirect or direct religious discrimination.
- Collaborate with local religious groups to foster mutual respect.
- Provide staff guidance on religious traditions in our communities.
- Collect relevant customer information to tailor inclusive services.

- **Race or Ethnicity**

- Promote positive relations across ethnic, racial, and cultural groups.
- Train staff to avoid racial stereotypes and challenge prejudice promptly.
- Collect and use customer ethnicity data to improve service access and communication.
- Provide information in multiple languages as needed.
- Ensure policies do not disproportionately affect any ethnic group.
- Promote race equality among staff, contractors, suppliers, and partners.

- **Disability**

- Ensure disabled people have equal access to our services.
- Train staff on disability definitions and reasonable adjustments required by law.
- Collect disability information to tailor services and encourage disclosure from staff and applicants.
- Regularly review and adapt policies, premises, and communications for accessibility.
- Foster a positive attitude toward disability and legal obligations.

- **Sexuality**

- Comply with all laws supporting LGBTQ+ equality and inclusion.
- Train staff to promote positive attitudes toward LGBTQ+ individuals.
- Recognise and respect same-sex partnerships.
- Collect sexual orientation data to monitor discrimination risks.
- Take disciplinary action against harassment or discrimination based on sexuality.



- Review policies to improve equality for LGBTQ+ groups.
- **Age**
 - Avoid unjustified age restrictions, except where legally permitted (e.g., staff must be over 18).
 - Comply fully with age discrimination laws and best practices.
- **Gender & Gender Reassignment**
 - Promote equal opportunities and prevent discrimination for all gender identities.
 - Review pay equity and set targets for gender balance across all levels.
 - Train staff to support all gender groups positively.
 - Assess policies regularly for their impact on gender equality.
- **Marriage & Civil Partnership**
 - Promote equality and prevent discrimination based on partnership status.
 - Ensure pay equity and provide staff training on partnership inclusion.
 - Review policies for fair treatment of all partnership types.
- **Pregnancy & Maternity**
 - Prohibit discrimination based on pregnancy or maternity and comply with all relevant laws.
 - Train staff on pregnancy and maternity rights.
 - Ensure services and recruitment practices are fair and inclusive.
 - Review contracts and policies regularly to avoid adverse impacts.
 - Continue employing and supporting pregnant and maternity staff and service users.

Roles & Responsibilities:

Leadership Team

- Set the tone and lead by example in demonstrating inclusive values and behaviours.
- Embed DEI principles into the company's mission, vision, strategy, and business objectives.



- Allocate appropriate resources—financial, human, and structural—to support DEI initiatives.
 - Monitor overall progress and hold senior managers accountable for implementing and sustaining DEI practices in their departments.
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Managers and Team Leaders

- Foster inclusive team environments where everyone feels safe, heard, and supported.
- Actively identify and address barriers to equality and inclusion in day-to-day operations.
- Encourage open dialogue, diverse perspectives, and respectful communication among team members.
- Ensure fair recruitment, appraisals, and development practices within their teams.
- Complete and champion DEI training and encourage team participation.

All Employees

- Treat all colleagues, customers, and stakeholders with dignity and respect.
- Challenge discriminatory behaviour or language and report concerns where necessary.
- Take personal responsibility for learning about diversity, equality, and inclusion.
- Participate in DEI training and actively contribute to creating an inclusive workplace culture.
- Support and uplift colleagues from all backgrounds and help maintain a zero-tolerance stance on harassment and exclusion.

Inclusive Customer Experience & Accessibility

Quidos are also committed to providing all customers and clients—regardless of background, ability, or identity—with respectful, accessible, and inclusive service. We believe that everyone has the right to be treated fairly and to access our services without barriers.

We are dedicated to:

- **Understanding Diverse Needs:**



- Actively listen to customer feedback and work to understand the needs of individuals from diverse backgrounds and communities.
- Regularly review and adapt our service offerings, communication methods, and physical or digital environments to reflect the needs of our diverse customer base.
- **Providing Reasonable Adjustments:**
 - Make reasonable accommodations to ensure all customers can access and benefit from our services. This may include but is not limited to providing information in alternative formats, language interpretation, and physical access adjustments.
 - Ensure all staff are trained to respond with empathy and flexibility when a customer discloses a need for additional support or adjustment.
- **Accessible Environments:**
 - Ensure that our physical locations (where applicable) are accessible to individuals with mobility impairments, sensory needs, and other disabilities.
 - Consider accessibility standards when designing our digital platforms (e.g., websites, apps), making them usable by people with additional needs.
- **Inclusive Communication:**
 - Use inclusive, respectful, and non-discriminatory language in all customer communications, marketing, and service interactions.
- **Staff Training & Accountability:**
 - Ensure all staff understand the importance of inclusive practices, accessibility, and cultural awareness.
 - Empower employees to escalate and respond to accessibility requests quickly and appropriately, ensuring a seamless customer experience.

We recognise that building inclusive relationships with our customers is an ongoing journey and we will continue to evolve our practices in line with customer feedback, legal standards, and best practice.

Raising Concerns

If any individual feels they have been treated unfairly or witnessed behaviour that violates this policy, they are encouraged to report the issue to a team leader or



member of senior Management. All concerns will be taken seriously, investigated fairly, and resolved promptly.

Monitoring & Review

We will consistently review this policy to ensure its effectiveness and that the objectives set out are achieved.

Signed:

Print Name: Eleanor Wyatt

Role: Compliance Coordinator

Date: 11/07/2025