2026

EQUALITY, DIVERSITY & INCLUSION POLICY

CHAMBERLAINE CLEANING SERVICES LTD
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26-28 Ely Place, Farringdon, London, EC1N 6TD

EQUALITY, DIVERSITY & INCLUSION POLICY

INTRODUCTION

Chamberlaine Cleaning Services Ltd is committed to promoting equality and diversity and a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the workplace and enhance the way we work.

Within this framework, Chamberlaine Cleaning Services aims to be an organisation committed to providing equal opportunities throughout employment including in the recruitment, training and development of employees, and to pro-actively tackling and eliminating discrimination.

JUSTICE, EQUITY, DIVERSITY AND INCLUSION COMMITMENT

Chamberlaine publicly commits to the principles of justice, equity, diversity and inclusion as essential to respecting the rights, dignity and potential of all people.

We recognise that treating everyone identically may not always produce fair outcomes because people may experience different barriers, risks or disadvantages. We therefore commit to:

- **Justice:** identifying and addressing unfair treatment, harmful practices and barriers to rights, opportunities and remedy.
- **Equity:** recognising different needs and circumstances and providing proportionate support, reasonable adjustments and fair access to opportunity.
- **Diversity:** respecting and valuing people with different identities, backgrounds, abilities, experiences and perspectives.
- **Inclusion:** creating working relationships and services in which people are respected, heard, able to participate and able to raise concerns safely.

These principles inform Chamberlaine's policies, practices and decisions across our operations, customers and communities.

POLICY STATEMENT

Chamberlaine Cleaning Services Ltd is committed to ensuring that *our employees and other workers, customers, suppliers, business partners and the communities in which we operate* are treated fairly in an environment, which is free from any form of discrimination.

We are committed to eliminating discrimination on the characteristics outlined by the Equality Act, which are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (includes colour, nationality and ethnic origins)
- Religion or belief
- Sex
- Sexual Orientation

In addition, existing members of staff, job applicants, or workers are treated fairly in an environment which is free from any form of discrimination with regard to: caring responsibilities, part-time employment, membership or non-membership of a trade union or spent convictions.

Chamberlaine Cleaning Services demonstrates its commitment in the following grounds:

- All employment-related policies, practices and procedures are applied impartially and objectively;
- Equality of opportunity to all and to provide staff with the opportunity to develop and realise their full potential;

- That Chamberlaine works towards achieving a diverse workforce at all levels;
- That the employees can work in an atmosphere of dignity and respect, promoting an environment free from discrimination, bullying and harassment, and tackling behaviour which breaches this;
- That Chamberlaine provides support and encouragement to staff to develop their careers and increase their contribution to the organisation through the enhancement of their skills and abilities;
- The commitment by building in legislative requirements and best practice to all our service and delivery and employee policies and procedures, and supporting these with appropriate training and guidance.

Chamberlaine Cleaning Services will ensure that all employees (including transgender people, or employees associated with transgender people and people perceived to be transgender) are treated with dignity, respect and will enjoy same or equal opportunities of training, and development. The company supports employees regardless of 'out' status.

"Employee's transgender status" will not be shared without written consent. Therefore, the company is committed to assessing its policies and procedures to actively promote good relations and to mitigate any unintended negative impacts on Transgender employees.

The Company will not tolerate any discrimination, (direct or indirect), harassment, bullying, or victimisation on the basis of (Gender Identity / Transgender identity), nor any other protected characteristic and will encourage employees to report any incidents. The company will not tolerate victimisation and will take action against any employee who retaliates for making a complaint or participating in an investigation.

Chamberlaine will actively investigate any reports and any instances of transphobic discrimination, harassment, hate speech, bullying, etc.

SCOPE AND APPLICATION

This policy applies to Chamberlaine's policies, practices and decisions across:

- Our operations: including recruitment, pay, work allocation, training, progression, health and safety, procurement, grievance handling and termination;
- Our customers: including service delivery, client relationships, treatment of cleaning teams, accessibility and the experience of building users; and
- Our communities: including community partnerships, recruitment communities, suppliers, subcontractors and members of the public affected by our activities.

It applies to directors, employees, workers, agency workers, applicants, contractors, consultants and anyone acting on Chamberlaine's behalf. Relevant expectations also apply to suppliers and business partners.

Below are some specific areas of application

a. Recruitment

Selection for employment at Chamberlaine will be on the basis of aptitude and ability.

b. Training

Employees may be required to participate in training and development activities from time to time, to encourage the promotion of the principles of this policy

c. Promotion

All promotion decisions will be made on the basis of merit, and will not be influenced by any of the characteristics outlined above. Promotion opportunities will be monitored to ensure equality of opportunity at all levels. Where appropriate, steps will be taken to identify and remove unnecessary or unjustifiable barriers to promotion.

d. During Employment

Terms and condition(s) of employment and facilities available will be monitored to ensure that we provide appropriate conditions to meet special needs and/or protected characteristics or the circumstances of disadvantaged or under-represented groups.

e. Reasonable adjustments

Chamberlaine Cleaning Services Ltd is committed to making reasonable adjustments where necessary to support employees with disabilities or other specific needs, ensuring that they can perform their roles effectively.

GOVERNANCE AND ACCOUNTABILITY

Ultimate accountability for Chamberlaine's commitment to justice, equity, diversity and inclusion rests with the executive team, comprising the CEO and Managing Director. The executive team is responsible for approving and maintaining the commitment, allocating appropriate resources, reviewing performance and stakeholder feedback, and ensuring corrective action where the commitment is not being achieved.

The CEO acts as executive sponsor and ensures that the commitment is integrated into Chamberlaine's strategy and significant business decisions. The HR Manager and HSEQ Manager coordinate implementation, monitoring, training and reporting, supported by operational management.

Delegating implementation activities does not remove accountability from the executive team. Every person working for Chamberlaine is nevertheless expected to uphold this policy and report discrimination, exclusion, unfair treatment or other concerns.

MONITORING AND REVIEW

The executive team will review implementation of this commitment at least annually. The review will consider relevant workforce data, stakeholder feedback, recruitment and progression outcomes, reasonable adjustments, grievances, complaints and any evidence of unequal or exclusionary impacts.

Where gaps or disproportionate impacts are identified, Chamberlaine will establish corrective actions, assign responsible owners and completion dates, and monitor their effectiveness.

Chamberlaine is committed to continuous improvement and will use the findings of each annual review to strengthen its policies, practices, training and decision-making.



Terry Sullivan
CEO