



City & Essex Ltd

2025-2026  
**EQUALITY &  
DIVERSITY**

Company Policy

**&**

01268 776 476  
[info@cityandessex.com](mailto:info@cityandessex.com)  
[cityandessex.com](http://cityandessex.com)

## Mission Statement

City & Essex Ltd is committed to promoting equality, diversity, and inclusion across our business. As a commercial cleaning company, we recognise that our workforce is diverse, often working across different sites, hours, and environments. We are dedicated to providing equal opportunities, eliminating unlawful discrimination, and fostering a culture of dignity and respect.

We will not tolerate discrimination, harassment, or victimisation of any kind. Breaches of this policy will be treated as misconduct and may result in disciplinary action, including termination of employment or contract.

## Responsibility

This policy applies to:

- All employees, agency staff, and sub-contractors.
- Applicants for employment.
- Suppliers and contractors we engage with.
- Conduct in client premises where our staff are deployed.

## Legal Framework

This policy complies with the **Equality Act 2010**, which protects individuals from discrimination based on the following *protected characteristics*:

- Age.
- Disability.
- Gender reassignment and identity.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race (including colour, nationality, and ethnic origin).
- Religion or belief.
- Sex.
- Sexual orientation.

It also aligns with:

- Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000.
- Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002.

## Our Commitments

City & Essex Ltd will:

- **Recruitment & Progression:** Ensure fair and transparent recruitment, promotion, and training opportunities, based only on skills and merit. We will ensure job descriptions and selection criteria are free from bias, and we will make application processes accessible to people with varied backgrounds, including those for whom English is not a first language.
- **Promote a safe and inclusive environment:** To create a space where everyone feels safe, comfortable, valued, respected, and equal.
- **Workplace Adjustments:** Provide reasonable adjustments for employees with disabilities or specific needs, such as adapted cleaning equipment, flexible working hours, or religious accommodations.
- **Harassment-Free Environment:** Maintain workplaces free from harassment, bullying, or intimidation, including protection from harassment by third parties (e.g., building users or clients).
- **Foster Good Relations:** To build positive relationships between people from diverse backgrounds and experiences, and to respect cultural and religious practices.
- **Training:** Provide equality and diversity awareness training to managers and staff, tailored to the cleaning industry context (e.g., lone working, night shifts).

## Responsibilities

- **Managing Director:** Overall accountability for the implementation of this policy.
- **Managers & Supervisors:** Ensure fair treatment in daily operations, recruitment, shift allocation, and disciplinary procedures.
- **All Staff:** Expected to uphold the principles of equality and diversity in their behaviour towards colleagues, clients, and members of the public.

## Types of Discrimination

- **Direct Discrimination:** Treating someone less favourably due to a protected characteristic.
- **Indirect Discrimination:** Applying rules or practices that disadvantage certain groups without justification.
- **Harassment:** Unwanted conduct that creates a hostile, humiliating, or offensive environment.
- **Victimisation:** Treating someone unfairly because they raised or supported a complaint.

Examples in cleaning environments may include:

- Unfair allocation of night shifts to certain groups.
- Withholding PPE or uniform adjustments from employees with specific needs.
- Allowing client representatives to treat cleaning staff disrespectfully.

## Reporting Concerns

Employees who believe they have experienced or witnessed discrimination, harassment, or victimisation may raise the issue:

- **Informally:** Speak to a Supervisor, Line Manager, a HR Representative, or the Head of People & Culture.
- **Formally:** Submit a written complaint through the company grievance procedure. All complaints will be investigated promptly, fairly, and confidentially. A confidential reporting form is available on the employee HR Portal (<https://cityandessex.yourhr.space/form-confidential-reporting>).

City & Essex Ltd assures all staff that they will not suffer victimisation or retaliation for raising a concern in good faith.

## Monitoring & Review

- The company will regularly monitor workforce diversity to identify areas for improvement.
- Equality and diversity will be reviewed at management meetings and through annual policy reviews.
- We will engage with employees and representatives to strengthen our inclusive practices.

This policy should be read in conjunction with the City & Essex Equal Opportunities and Bullying & Harassment policies, accessible via our HR Portal.

This policy applies to City & Essex Ltd, subsidiaries, employees, sub-contractors, and suppliers.

## Approved By

Full Name	Ian Hookway
Position	Managing Director
Review Date	August 2025
Next Review	August 2026