

JOHNSON SERVICE GROUP PLC EQUALITY DIVERSITY AND INCLUSION POLICY.

Company Commitment

Johnson Service Group PLC (the Group) is committed to continuously promoting Equality, Diversity and Inclusion (ED&I) throughout the business to build a culture that is inclusive to all, actively values difference, ensures everyone is treated fairly and is free from unlawful discrimination. We aspire to create a welcoming and respectful environment that embraces diversity in the workforce and recognises everyone for their contribution.

The purpose of this policy is to set expectations of equality and fairness in our workplaces and to outline our commitment to all employees regardless of age, disability or health condition, gender identity, marital or civil partnership status, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

We commit to ensuring inclusive recruitment and progression, creating welcoming workplaces, providing diversity and inclusion training to employees and having a zero tolerance to bullying and harassment.

Employment, promotion and training will be based on the individual's own merits. Every employee is entitled to a working environment that promotes dignity and respect to all.

We oppose all forms of unlawful and unfair discrimination and take a strict approach to breaches of this policy. No form of intimidation, bullying or harassment will be tolerated and all employees have a responsibility for ensuring that colleagues are not subjected to any such treatment. Any breaches of this policy will constitute a disciplinary offence which will be dealt with in accordance with the Group's disciplinary procedures and could result in dismissal.

Training on ED&I will be provided to ensure all employees can comply with this policy.



Peter Egan
Chief Executive Officer
Johnsons Service Group PLC

Policy Scope

This policy covers all employees, officers, consultants, casual workers and agency workers and therefore everyone is required to familiarise themselves with its content. It applies to all aspects of employment with the Group, including recruitment, pay and conditions, training, appraisals, promotion, conduct at work, disciplinary and grievance procedures and termination of employment.

This policy does not form part of any contract of employment or other contract to provide services and the Group may amend it at any time.

A robust Equality, Diversity and Inclusion policy ensures fair treatment and opportunity for all. It aims to eradicate prejudice and discrimination because of an individual or group of individual's protected characteristics (see below for what these are).

Equality:	The state or practice of treating all people with equal respect and fairness
Diversity:	The practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, etc
Inclusion:	The practice of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalised
Discrimination:	Unjust or prejudicial treatment of people or groups based on protected characteristics such as race, gender, age, sexual orientation, etc.

It is unlawful to discriminate directly or indirectly in recruitment or employment because of a protected characteristic. In accordance with the Equality Act 2010 there are nine legally recognised protected characteristics:

- Age
- Disability (including hidden disabilities, mental health conditions, and neurodiversity)
- Gender identity
- Marital or Civil partnership status
- Pregnancy and Maternity
- Race (including colour, nationality, ethnicity and/or national origins)
- Religion or Belief
- Sex
- Sexual orientation

You must not unlawfully discriminate against or harass other people including current and former employees, job applicants, clients, customers, suppliers and visitors. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts or when wearing a work uniform), and on work-related trips or events including social events.

In addition to the protected characteristics currently recognised under the Equality Act 2010, the Group does not condone discrimination for any other reason. Examples of this may include, but are not limited to, discrimination because of work pattern (part-time working, fixed term contract, flexible working), mental health conditions, menopause, or employee's social or economic background.

1.0 Inclusive Recruitment and Progression

The Group's recruitment and promotion process and other selection exercises will be conducted on the basis of merit, against objective criteria that avoid discrimination in order to ensure, for example, that the most suitable candidate for the role is appointed in respect of experience and relevant qualifications.

During recruitment, no assumptions or pre-judgements will be made about the protected characteristics of a prospective employee nor the perceived effect of that characteristic on job performance.

All recruitment publicity will positively encourage applications from suitably qualified, experienced people and should avoid any stereotyping of roles. External vacancies may be advertised in a wide variety of ways to ensure that a fair cross section of potential applicants have access to the advertisement. At interview, no questions will be asked or assumptions made about a candidate's personal and domestic circumstances or plans. Where the requirements of the job affect the candidate's personal life (e.g. unsocial hours or travel) this should be discussed objectively.





The Group should also not ask questions about a candidate's health or disability before offering them work except in the very limited circumstances allowed by law and where this is approved by the HR Department. For example, questions necessary to establish if an applicant can perform an intrinsic part of the job (subject to any reasonable adjustments), or to see if any adjustments might be needed at interview because of a disability, or to undertake positive action to recruit disabled persons.

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 must not be used for selection or decision-making purposes.

We are required by law to ensure that all employees are entitled to work in the UK. Assumptions about immigration status should not be made based on appearance or apparent nationality. All prospective employees, regardless of nationality, must be able to produce original documents (such as a passport) before employment starts, to satisfy current immigration legislation. The list of acceptable documents is available from the HR Department or UK Visas and Immigration.

2.0 Equal Pay for Equal Work

The Group is committed to ensuring equal pay in accordance with the law. The Group seeks to ensure applicants will receive full and fair consideration for all types of vacancies, as well as for training, career development and promotion. The Group periodically conducts equal opportunities monitoring during pay audits. Staff can raise any query or grievance concerning their pay and its evaluation with their Line Manager or Human Resources. Grievance procedure documents can be accessed via the Vision+ site: <https://visionplus.jsg.com>

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

3.0 Welcoming Workplaces

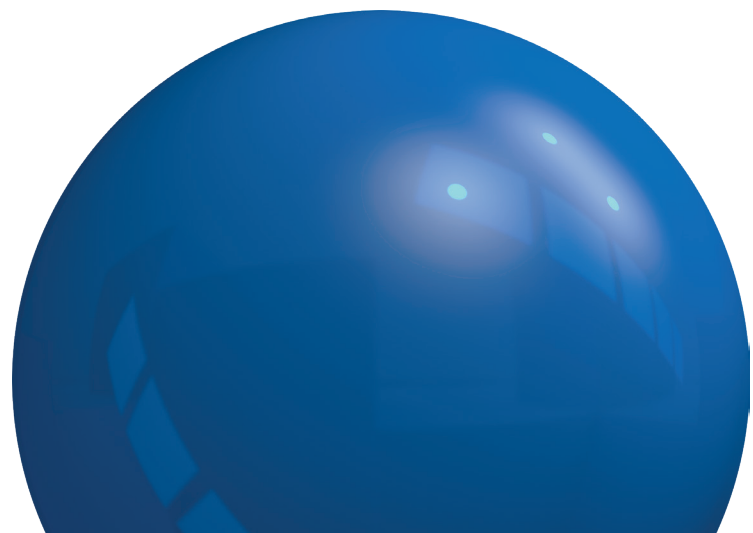
The Group endeavours to make its sites safe and welcoming places for all. We welcome employees to speak to their Line Manager about any reasonable adjustments that can be made in the workplace to ensure staff feel healthy, safe, and supported at work. For example, it may be possible for an employee going through the menopause to qualify for reasonable adjustments such as provision of a fan, or changes to work allocation.

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can support you as appropriate. If you experience difficulties at work because of your disability, you may wish to contact your Line Manager or the HR Department to discuss any reasonable adjustments that would help overcome or minimise the difficulty. Your Line Manager or the HR Department may wish to consult with you and your medical adviser about possible adjustments. We will consider the matter carefully and try to accommodate your needs within reason. If we consider a particular adjustment would not be reasonable, we will explain our reasons and try to find an alternative solution where possible.

4.0 Employee Awareness and Responsibility

All employees will receive ED&I training as part of their onboarding and continuing development. This aims to ensure that all employees understand the importance and expectations of fostering an inclusive work environment.

Every employee has an individual responsibility to ensure they understand the expectations that the Group has outlined in this policy and any other ED&I training. All employees also share collective responsibility to support the Group in meeting its ED&I commitments.





5.0 Bullying and Harassment

The Group does not tolerate harassment and will support employees who experience bullying. Such instances will be regarded as misconduct by the Group. A single incident can be classed as harassment if it is sufficiently serious. On the other hand, an extended series of more subtle “microaggressions” can also constitute harassment.

Bullying: Offensive, intimidating, or malicious behaviour that has the purpose or effect of undermining, humiliating, or injuring the receiver.

Harassment: Harassment is unwanted conduct related to the relevant protected characteristics (disability, gender etc) that has the purpose or effect of violating a person's dignity or creating a hostile, degrading or humiliating environment for the receiver.

Examples of harassment may include: physical conduct ranging from unwelcome touching to serious assault; unwelcome sexual advances; demeaning comments about a person's appearance; unwelcome jokes or comments of a sexual or racial nature or about an individual's age. Even if the comment or action was not intended to cause harm, if it results in a negative effect on the receiving individual then it is classed as harassment.

6.0 Breaches of this Policy

The Group takes a strict approach to breaches of this policy, which will be dealt with in accordance with the Group's disciplinary procedures.

In line with the Group's grievance procedure, employees who experience discrimination are encouraged to share this with their Line Manager or the HR Department. Complaints will be treated in confidence and investigated as appropriate. If the situation is not able to be resolved informally then formal measures will take place in order to resolve the issue. If the problem relates to the immediate Manager's conduct, the grievance will be dealt with by the next appropriate Manager. The Group also welcomes colleagues to share any concern they have for their team members who may not have yet formally reported any bullying or harassment. Employees can be held personally liable for any act of unlawful discrimination. Serious acts of discrimination or harassment can lead to dismissal without notice and may qualify as a criminal offence. Disciplinary procedure documents can be accessed via the Vision+ site: <https://visionplusjsg.com>

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 the Group's disciplinary procedures.

