

EQUAL OPPORTUNITIES IN SERVICE DELIVERY POLICY

The Company is committed to providing quality services with equality to all its customers.

Equal Opportunities in Service Delivery means affording everyone the access to resources and facilities which are necessary to their wellbeing.

Treating everyone the same works against equality because not everyone has the same needs. People's needs are diverse and may be influenced by age, disability, ethnic origin, sex or income.

This document should be read in conjunction with the Diversity Policy Statement Training and Recruitment Policy / Codes of Practice, and the Employee Information Binder.

The Directors will ensure that the company continues to meet their legal and moral obligations through communication, consultation and involvement of all employees and those who may be affected by our activities.



A. P. Rees

Group Managing Director

Dated: 31st January 2018

Next Review: 31st January 2019