

# Diversity & Equal Opportunities Policy

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## References:

The term ‘company’, ‘the company’ or ‘company’s in this document refers to “Firstsource Solutions Limited”

## Contents

1. Introduction
2. Purpose
3. Our Commitment
4. Complaints
5. Monitoring and Reviewing

## Introduction

Firstsource is committed to encouraging equality, inclusion, diversity and tackling discrimination.

The aim is for our workforce to be truly representative of all sections of society and for each employee to feel respected and able to give their best.

As we are an international organisation, we are able to both contribute to and learn from the wide variety of cultures in which we work. It is imperative that an organisation that works across cultural borders both understands, respects and values difference.

Firstsource considers diversity to be one of its main strengths.

## Purpose

Firstsource is committed to promoting equality and diversity and promoting 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.

Firstsource aims to be an inclusive 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 and harassment.

## Our Commitment

Firstsource is committed to encourage equality, diversity, and inclusion in the workplace as they are good practice and make business sense; it also creates a psychologically safe environment.

Every employee is entitled to a working environment that promotes dignity, equality, and respect and where they should not be subject to objectionable acts. Firstsource will not tolerate any acts of unlawful or unfair discrimination (including harassment) committed against an employee, contractor, job applicant or visitor because of a protected characteristic (or a perceived characteristic)

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race (including colour, nationality, and ethnic or national origin)
- religion or belief
- sex
- sexual orientation

We expect all of our employees to abide by the policy and help create the equality environment which is its objective. In order to implement this policy, we will ensure that:

- The policy is communicated to all employees, through induction training, management training, team briefings and the policies are available on the intranet.
- Managers and supervisors are aware of their responsibilities through appropriate and regular training.
- Appropriate training and guidance will be provided, including training on induction and management courses. In particular, all those involved in assessing candidates for recruitment or promotion will be trained in non-discriminatory recruitment and selection techniques.

## Complaints

Employees who believe that they have suffered any form of discrimination, harassment or victimisation should consider the appropriateness and feasibility of attempted informal resolution by discussion in the first instance with your line manager or another colleague in a relevant position of seniority. A female colleague may feel more comfortable raising the issue with a person of the same sex.

You may decide to raise the matter through the Grievance process. All allegations of potential breaches to this policy will be treated in confidence and investigated in accordance with the Grievance and/or Disciplinary Policy.

Firstsource will ensure that individuals who make such allegations in good faith will not be victimised or treated less favourably by Firstsource as a result.

However, false allegations of a breach of this policy which are found to have been made in bad faith will be dealt with under the Disciplinary Policy.

Complaints of a sensitive nature may be addressed straight to the HR Team,

## Monitoring and Review

This policy will be monitored periodically by the company to judge its effectiveness and will be updated in accordance with changes in the law. In particular, the company will monitor the ethnic, gender, religion, and age composition of the existing workforce and of applicants for jobs (including promotion), the number of people with disabilities within these groups, and will review its equal opportunities policy in accordance with the results shown by the monitoring. If changes are required, the company will implement them.

Information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection Act.

**Please note this policy is not contractual and may be amended in line with changes in business needs.**