

RETROSERVE LIMITED

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Equality, Diversity, and Inclusion (EDI) Policy

Policy Statement and Commitment

Retroserve Limited is committed to the proactive promotion of Fairness, Inclusion, and Respect (FIR) and Equality, Diversity, and Inclusion (EDI) in all aspects of our operations, both within our organisation and throughout our supply chain. Our goal is to create a truly representative, inclusive environment where all individuals are treated with dignity and respect and enabled to achieve their full potential. This commitment aligns with the requirements of the Equality Act 2010 and is critical to our operation within the publicly funded ECO4 sector, where we serve a highly diverse client base

Scope and Application

This policy applies universally to all Retroserve Limited personnel, including directors, employees, managers, subcontractors, agents, and any party acting on our behalf ("Associated Persons"). The policy covers all stages of engagement, including:

- Recruitment and Selection
- Training and Development
- Pay, Benefits, and Conditions of Employment
- Grievance and Disciplinary Procedures
- Interactions with clients, suppliers, and the public on sites.

Principles of Equality and Diversity

Retroserve is committed to ensuring all people are treated fairly and equally so that no one group of people is treated less favourably than others.

Protected Characteristics

We strive to eliminate discrimination, harassment, and victimisation related to all nine Protected Characteristics defined by the Equality Act 2010:

- 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

Prohibited Conduct

Retrosolve strictly prohibits the following forms of prohibited conduct:

- **Direct Discrimination:** Treating one person less favourably than another because of a Protected Characteristic.
- **Indirect Discrimination:** Applying a provision, criterion, or practice that puts people with a Protected Characteristic at a particular disadvantage.
- **Harassment:** Unwanted conduct related to a Protected Characteristic or unwanted conduct of a sexual nature that violates a person's dignity or creates a hostile, intimidating, or offensive environment.
- **Victimisation:** Treating someone less favourably because they have made or supported a complaint related to discrimination or harassment.

Actions to Promote Inclusion and Meet Statutory Requirements

Retrosolve undertakes the following positive steps to meet and exceed the requirements of the Equality Act 2010:

Recruitment and Selection

- **Objective Criteria:** Recruitment and selection processes are designed to be objective and non-biased, ensuring selection is based purely on the candidate's skills, knowledge, and experience (SKE) relevant to the job function, regardless of protected characteristics.
- **Inclusive Language:** All job advertising and recruitment literature utilize inclusive language to attract a wider pool of talent from diverse backgrounds, promoting Retrosolve as an Equal Opportunities Employer.

Training and Development

- **Mandatory Training:** Mandatory FIR/EDI awareness sessions are included in all workforce inductions and annual training cycles.
- **Anti-Bias Training:** Managers and supervisors receive targeted training on unconscious bias, fair people management, and recognising signs of unacceptable conduct, ensuring they can implement the policy effectively.
- **Equal Access:** Ensuring equitable access to specialist training (e.g., PAS 2030 updates, H&S certifications) and opportunities for promotion across all groups.

Reasonable Adjustments

- Retrosolve proactively assesses the needs of disabled employees, job applicants, and clients to ensure appropriate and reasonable adjustments are implemented, securing equal access to employment opportunities, services, and the work environment. This is managed in line with our Occupational Health framework.

Communication and Reporting

- **Policy Communication:** The policy is communicated to the workforce during the mandatory site and company induction and is integrated into all subcontractor agreements, ensuring Associated Persons understand and adhere to the standards.
- **Grievance Procedure:** The policy is underpinned by a confidential, transparent, and prompt formal grievance procedure and is supported by our zero-tolerance Anti-Bullying

and Harassment Policy, which details the investigation and enforcement process for breaches of conduct.

Monitoring and Review

Retrosolve Limited commits to routinely monitoring key EDI metrics across its workforce to identify potential systemic inequalities or barriers to progression. Performance is reviewed periodically by Top Management, ensuring the policy remains effective in promoting equality of opportunity and continuous improvement.

Signature: 

Full Name: Adam Shaid

Position: CEO

Date: 02/02/2025