

# Equality and Diversity Policy

## 1. Policy

Mie Properties is committed to meeting the requirements of the Equality Act 2010 and to the elimination of unlawful and unfair discrimination in the workplace and when delivering services to the customers. Mie Properties values the benefits that a diverse workforce brings to the organisation.

The aim of Mie Properties's Equality and Diversity Policy is to integrate consideration of the advancement of equality into the day-to-day business of the organisation. Mie Properties is committed to:

- The elimination of unlawful discrimination, harassment and victimisation;
- Ensuring all Mie Properties staff and customers are treated with dignity and respect;
- The advancement of equality of opportunity between people who share a protected characteristics and those who don't;
- Fostering good relations between people who share a protected characteristic and those who don't;
- Up-holding human rights of all individuals connected with Mie Properties in whatever way.

Mie Properties will not discriminate because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation. It will not discriminate because of any irrelevant factor and will build a culture that values meritocracy, openness, fairness and transparency.

The following acts are not tolerated by Mie Properties and will result in disciplinary action or possible dismissal: direct discrimination, indirect discrimination, victimisation and harassment.

All employees are responsible for the promotion and advancement of this policy. Behaviour, actions or words that transgress the policy will not be tolerated and will be dealt with in line with Mie Properties's disciplinary policy.

Objectives relating to fair and inclusive practices will be included in employees' targets where relevant to the role.

The policy is applicable to all employees, clients, suppliers and contractors, whether permanent or temporary. The policy applies to all processes relating to the employment and training and to any dealings with customers and clients.

The policy will be reviewed on an ongoing basis to reflect changes in the law, demographics and internal business requirements.

## 2. Scope

The publication of an Equality and Diversity Policy enables Mie Properties to send out a strong message of commitment, both internally and externally, at all stages of the employment life-cycle, i.e. recruitment, pay and benefits, leave and flexible working arrangements, dress codes, availability of facilities, training and development, promotion and transfer, grievance and disciplinary issues, and delivery of services to customers to tackle any incidents of discrimination.

## 3. Processes

Mie Properties is committed to the following processes:

### 3.1. Leadership

Mie Properties will:

- Report internal equality and diversity information to the owners of the business;
- Secure top-level ownership and sponsorship for the business;
- Ensure that the commitment to equality and diversity is communicated throughout the organisation;
- Encourage all customers and staff to challenge all forms of discrimination and promote anti-discriminatory practices in all they do;
- Ensure that the benefits of a diverse customer base and workforce are promoted and celebrated.

### 3.2. Service Provision

Mie Properties will:

- Review methods of requesting certain Mie Properties services to improve access to services irrespective to an individual's background, circumstances or any protected characteristics;
- Ensure the fair and consistent treatment of all individuals when leaving Mie Properties' services and/ or property;
- Ensure that the views of all Mie Properties' customers irrespective of whether or not they share a protected characteristics are given equal consideration and all individuals are given equal access to Mie Properties;
- Seek to satisfy ourselves that agencies working with Mie Properties share our commitment to equal opportunities through tendering exercises;

- Use anti-social behaviour intelligence to proactively develop community inclusion within the Organisation;
- Review policy outcomes and service take-up differences between people with different protected characteristics.

### 3.3. Premises

Mie Properties will:

- Make 'reasonable adjustments' to its business premises and working arrangements for disabled job applicants and employees, and employees who become disabled during the course of employment;
- Make 'reasonable adjustments' to its premises to take account of the needs of any disabled customers.

### 3.4. Policy Development

Mie Properties will:

- Continually review the Equality and Diversity Policy and revise where appropriate;
- Continually review Mie Properties' internal and external policies;
- As part of policy reviews, consult representatives of recognised partners to obtain feedback;
- Cascade new policies through a variety of internal communication channels including team briefings, email bulletins, and the Mie Properties website;
- Ensure that all new policies and procedures affecting staff and/or customers are subject to an Equality Impact Assessment;
- Ensure that each service and/or department is aware of diversity and equality considerations that reflect the needs of its customers.

### 3.5. Learning

Mie Properties will:

- Integrate equality and diversity into mainstream training and development programmes;
- Establish education programmes for all staff;
- Integrate equality and diversity requirements into development programmes and assessment and selection process;
- Ensure that Mie Properties' commitment to equality and diversity is communicated to all new members of staff as part of their commitment into the organisation.

### 3.6. Communication

Mie Properties will:

- Ensure existing communication channels promote inclusiveness;
- Establish relationships with our customers and support diverse communities;
- Ensure that communication imagery and graphics are inclusive, and reflect and reinforce the words within the documentation;
- Ensure that business communications reinforce the inclusive messages and become mainstreamed into day-to-day processes.

### 3.7. Resources

Mie Properties will:

- Establish formal reporting lines for monitoring progress against targets and objectives;
- Establish an Equality and Diversity Steering Group with representatives/ champions from across all parts of the organisation.

### 3.8. Measurement and Monitoring

Mie Properties will:

- Capture all available workforce and customer metrics from existing databases;
- Monitor data relating to our services meeting the diverse needs of all our customers;
- Establish formal measurement tools to assess the climate in Mie Properties;
- Comply with the requirements of the Data Protection Act 1998 in the way that any data is stored and used.

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