

COBB AMOS

SALES | LETTINGS | AUCTIONS
LAND & NEW HOMES

Equality & Diversity Policy

MARTIN-SAUNDERS PROPERTY SERVICES LIMITED

Introduction

Cobb Amos is committed to promoting equality and diversity in all its dealings with applicants, tenants, employees, and contractors. We strive to create an inclusive environment where everyone is treated with dignity and respect.

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 provide an excellent service. Staff, customers, clients, sellers, buyers, landlords, contract-holders (tenants, applicants, and third-party suppliers) are treated with dignity and respect.

Staff will receive continual training to ensure their absolute adoption of this policy.

Our Commitment

We aim to:

- Provide equality, fairness, and respect for all in our employment, whether temporary, part-time, or full-time, as well as for customers, clients, sellers, buyers, landlords, contract-holders (tenants), applicants, and third-party suppliers.
- Foster an environment that is free from discrimination, harassment, and victimisation.
- Ensure that our policies, procedures, and practices comply with relevant legislation, including the Equality Act 2010.
- Not unlawfully discriminate based on the **Equality Act 2010** protected characteristics:
 - 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

Recruitment & Employment

- We will ensure that our recruitment process is fair and transparent, providing equal opportunities to all candidates.
- Job descriptions and person specifications will be based solely on the requirements of the role.
- We will provide equal opportunities for training, development, and promotion for all employees.
- Reasonable adjustments will be made for employees with disabilities to ensure an accessible and supportive work environment.

- We will create a working environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all.
- This commitment includes training managers and all employees about their rights and responsibilities under the equality, diversity, and inclusion policy.

Service Delivery

- We will treat all applicants and tenants with respect and ensure that our services are accessible to all.
- Our marketing and advertising materials will be inclusive and free from stereotypes or biases.
- We will make reasonable adjustments to accommodate the needs of tenants and employees with disabilities.
- We will ensure that information is available in accessible formats and provide support for individuals with limited English proficiency.
- When interacting with clients, we will consider various communication methods and accessibility needs for disabled individuals.
- Any knowledge gained about a client's protected characteristics will not disadvantage them or result in providing them with a worse service or the same service on worse terms.

Monitoring and Review

- We will regularly review and monitor our policies, procedures, and practices to ensure they are effective and comply with current legislation.
- Reviews will take place annually or as required by legal or regulatory changes.
- The responsibility for monitoring and reviewing policies will be assigned to our Directors and Supporting Managers.
- We will collect and analyse data on diversity and equality to identify areas for improvement and take appropriate action.
- We will review employment practices and procedures to ensure fairness and update them and the policy to take account of changes in the law.

Complaints and Concerns

- Any concerns or complaints regarding discrimination, harassment, or victimisation will be taken seriously and investigated promptly.
- Complaints can be reported confidentially to Managing Director, Stephen Saunders – Stephen@cobbamos.com.
- We will provide support and assistance to anyone who experiences discrimination or harassment in connection with our services.
- Confidentiality will be maintained throughout the investigation process to protect those involved.

- We take seriously complaints of bullying, harassment, victimisation, and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public, and others during our work activities.

Training and Awareness

- We will provide training and awareness programmes to ensure that our employees understand their responsibilities under this policy.
- We will promote a culture of equality and diversity within our organisation and encourage employees to challenge discriminatory behaviour.
- We will make opportunities for training, development, and progress available to all staff, who will be helped and encouraged to develop their full potential.

Practical Applications

- We will not accept instructions from any client to discriminate against any individual and will not act for such a client.
- While marketing a property for sale or let, we will not discriminate, harass, or victimise any occupier of the property.
- Any potential buyer or tenant will be qualified on their individual merits, and sellers and landlords will assess their criteria individually, making decisions based on all facts.

Legal Compliance

Our Equality and Diversity Policy complies with the following key laws:

1. **Equality Act 2010:** Protects individuals from discrimination based on protected characteristics.
2. **Human Rights Act 1998:** Ensures that everyone has the right to be treated with dignity and respect.
3. **Employment Rights Act 1996:** Provides a range of employment rights, including protection from workplace discrimination.
4. **Health and Safety at Work Act 1974:** Requires employers to provide a safe working environment, including reasonable adjustments for employees with disabilities.
5. **Data Protection Act 2018:** Governs the handling of personal data, ensuring that sensitive information about protected characteristics is managed appropriately and securely.

Conclusion

Cobb Amos is committed to creating an inclusive and diverse environment for all. We believe that promoting equality and diversity is essential to delivering high-quality services and fostering a positive workplace culture.