

Amplus is dedicated to fostering equality and creating an inclusive workplace where everyone is respected and valued. We are also committed to ensuring fair and unbiased treatment for all, including colleagues, customers, and suppliers.

Equality, Diversity, and Inclusion Policy

Document management

Directorate	People and Governance
Policy sponsor	Chief People and Governance Officer
Policy owner	Director of People Services
Policy author	Head of People Partnering and Transformational Change

Review process

Approval route	Directors Team – Executive Leadership Team – People and Governance Committee - Board
Approved by	Board
Approval date	26 February 2026
Effective	03 March 2026
Review Frequency	Annual
Review date	26 February 2027
Version number	2.0

CONTENTS

EQUALITY, DIVERSITY, AND INCLUSION POLICY	1
Document management	1
Review process	1
Policy introduction	3
Scope	3
Policy details	4
Policy Guidelines	4
Defining Diversity, Equality, and Inclusion	4
Why equality, diversity and inclusion are important	5
Our commitments	5
Discrimination	5
Recruitment and Selection	6
Positive Action	6
Training, Promotion and Conditions of Service	7
Termination of Employment	7
Disabilities	7
Part-Time and Fixed-Term Working	7
Breach of this Policy	8
Equality, diversity and inclusion	8
Additional needs (addressing vulnerabilities)	8
Compliance and administration	9
Legal and regulatory compliance	9
Evaluation, review and performance monitoring	9
Related policies	9
Appendices	10
A. Associated documents – Internal procedural document, colleague use only	10
Changelog	11

Part 2

Policy introduction

Scope

This policy supports Amplius' values and is a commitment to improving lives and supporting colleagues by promoting a culture that embraces diversity, values differences, and actively works to eliminate discrimination. We believe that diverse perspectives enhance our ability to understand and meet the needs of our customers.

Amplius is dedicated to fostering equality and creating an inclusive workplace where everyone is respected and valued. We are also committed to ensuring fair and unbiased treatment for all, including colleagues, customers, and suppliers.

The term Amplius incorporates all member companies and subsidiaries, which includes Teetotal Homes.

The policy applies to all colleagues, including consultants and third parties such as contractors, casual workers, volunteers, interns, job applicants, and Board and Committee Members.

This policy applies to all conduct within the workplace, as well as events outside of the workplace, such as meetings, social events, and social interactions with colleagues. It also covers conduct that may impact Amplius' reputation, such as expressions of views on social media, communications with a member of the media or communications with customers.

Amplius Board oversees and ensures effective policies and controls are in place, delegating management to the Chief Executive, Chief Officers, and Directors, ensuring the objectives of the organisation are implemented.

The Chief People and Governance Officer acts as the policy sponsor, aligning it with business plans and strategies. The Director of People Services owns the policy, ensuring its suitability, implementation, and review. The Head of People Partnering and Transformational Change is responsible for drafting and updating the policy.

The policy does not form part of any colleague's contract of employment and the policy may be amended at any time.

Part 3

Policy details

Policy Guidelines

Amplius is committed to implementing this policy across all areas of the organisation. We will ensure that equality, diversity, and inclusion principles are embedded into our recruitment, training, and development practices, as well as in our everyday decision-making processes. All colleagues, regardless of their background, gender, ethnicity, age, disability, sexual orientation, or any other characteristic, will be treated fairly and with respect.

Leaders and managers are responsible for fostering an inclusive environment by promoting open dialogue, addressing discriminatory behaviour, and ensuring equal opportunities for career advancement. Employees are encouraged to actively contribute to building a diverse and inclusive workplace by respecting differences and challenging bias or inequality wherever it arises.

We will continuously review and update this policy to ensure that our Equality, Diversity, and Inclusion (EDI) commitments are met and reflect the evolving needs of our organisation and workforce.

Amplius adheres to the Worker Protection (Amendment of Equality Act 2010) Act 2024, which strengthens protections against workplace sexual harassment. This new legislation introduces the duty to prevent sexual harassment and enhances protections for workers from third-party harassment. We are committed to ensuring a safe and respectful working environment by taking all reasonable steps to prevent harassment. Colleagues are encouraged to report any concerns, and all complaints will be managed confidentially, investigated promptly, and acted upon in compliance with the new legal standards.

We will continuously review and update this policy to ensure that our EDI and legal commitments are met and reflect the evolving needs of our organization and workforce.

Defining Diversity, Equality, and Inclusion

When we talk about diversity, we mean ensuring that we employ and retain colleagues from a wide range of backgrounds, perspectives, and experiences. This includes, but is not limited to, differences in race, gender, age, disability, sexual orientation, religion, culture, and socioeconomic status. Our commitment to diversity ensures that we reflect the varied and dynamic communities we serve.

When we talk about inclusion, we mean creating a working environment where everyone has a 'voice,' and everyone's opinions and views are heard, valued, and respected. We strive to foster a culture where all colleagues feel welcomed, supported, and empowered.

When we talk about equality, we mean providing fair treatment, access, and opportunity for all individuals, ensuring that no one is disadvantaged because of their background, identity, or personal characteristics. We are committed to creating an inclusive workplace where everyone has equal access to opportunities, resources, and rewards.

Diversity, equality, and inclusion are intricately linked. A diverse workforce strengthens our organisation, while inclusion ensures everyone's voice is heard and valued. Promoting equality helps create an environment where all colleagues can succeed, no matter their differences.

Why equality, diversity and inclusion are important

All colleagues bring something unique to Amplius, and we want to celebrate and champion that. For us, a great place to work means somewhere that is inclusive of everyone, where colleagues feel valued and appreciated for the contribution they bring. Diversity also makes our organisation better and stronger, encouraging ideas, innovation, and a culture of learning. We want you to:

- Bring your authentic self to work.
- Feel accepted and valued within your teams and feel part of the community.
- Have equal opportunities to succeed and grow.
- Have your voice heard, even if it challenges the status quo.
- Be free from any form of discrimination or bias in the workplace.
- Be always respected and taken seriously.

Our commitments

Amplius will take all reasonable steps to:

- Provide training to all staff on equality, diversity, and inclusion (EDI).
- Ensure fair and equal opportunities for all colleagues and applicants.
- Implement recruitment processes that attract diverse candidates.
- Foster an inclusive and respectful work environment.
- Make reasonable adjustments for colleagues with disabilities.
- Prevent all forms of discrimination, harassment, and bullying.
- Offer accessible channels for colleagues to share ideas and seek support.
- Continuously improve through feedback, surveys, and benchmarking.
- Listen to customers and tailor services to meet diverse needs.

Discrimination

Colleagues must not unlawfully discriminate against or harass others. This includes current and former colleagues, job applicants, clients, customers, suppliers, and visitors. Everyone has the right to be treated fairly, with dignity and respect.

This obligation applies not only within the workplace but also outside of it when representing Amplius, such as when dealing with clients, suppliers, or other work-related contacts, and during business trips or work-related social events.

A protected characteristic refers to any of the following: age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, or sexual orientation.

The following forms of discrimination are prohibited under this policy and are unlawful:

- **Direct discrimination:** Treating someone less favourably because of a protected characteristic. For example, rejecting a job applicant due to their religious beliefs.
- **Indirect discrimination:** Applying a policy, rule, or practice equally to everyone but which disadvantages people with a protected characteristic. For example, insisting a role be full-time may disadvantage women who are more likely to have childcare responsibilities. Such a requirement is discriminatory unless it can be objectively justified.

- **Harassment:** This includes sexual harassment and any other unwanted conduct related to a protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment.
- **Victimisation:** Subjecting someone to a detriment because they have made or supported a complaint of discrimination or harassment. For example, giving a colleague an unfairly negative performance review after they raised concerns about discriminatory behaviour.

Recruitment and Selection

Recruitment, promotion, and other selection exercises, such as redundancy selection, will be based on merit, against objective criteria that avoids discrimination. When recruiting or promoting, we will aim to take steps to improve the diversity of our workforce and provide equality of opportunity. Shortlisting and interviewing are conducted by more than one person and with the involvement of the People Services Team, where possible.

Amplius take steps to ensure that vacancies are advertised to a diverse labour market by using a variety of media channels.

Job applicants shall not be asked questions which might suggest an intention to discriminate on the grounds of a Protected Characteristic. For example, applicants should not be asked whether they are pregnant or planning to have children.

As a Disability Confident employer, we are committed to:

- Ensuring our recruitment process is inclusive and accessible.
- Offering an interview to any candidate who identifies as Disability Confident, and meets the essential criteria outlined in the job description.
- Accommodating any reasonable adjustments outlined by the candidate.
- Support existing colleagues who acquire a disability or long-term health condition, enabling them to stay in work.

Amplius is required by law to ensure that all colleagues are entitled to work in the UK. Assumptions about immigration status should not be made based on appearance or apparent nationality. All prospective colleagues, regardless of nationality, must be able to produce original documents (such as a passport) before employment starts, to satisfy current immigration legislation.

To ensure that this policy is operating effectively, and to identify groups that may be under-represented or disadvantaged in our organisation, we monitor applicants' ethnic groups, gender, disability, sexual orientation, religion, and age as part of the recruitment process.

Provision of this information is voluntary, and it will not adversely affect an individual's chances of recruitment, or any other decision related to their employment. The information is removed from applications before shortlisting and kept in an anonymised format. Analysing this data helps us take appropriate steps to avoid discrimination and improve equality and diversity.

Positive Action

Amplius recognises that overcoming barriers to equality of opportunity can require positive action. We will consider measures that we can take to address underrepresentation of certain groups within our organisation. For example:

- Actively inviting participants from underrepresented groups.
- As a disability confident employer, supporting the recruitment of people with disabilities. This includes offering an interview to any candidate who declares a disability and meets the minimum criteria of the relevant job specification, in the efforts to widen opportunities for disabled candidates.
- Promoting opportunities such as apprenticeships, internships and mentoring to underrepresented groups.

Training, Promotion and Conditions of Service

All colleagues will be given appropriate access to training to enable them to progress within the organisation. The People Services Team, together with line managers, will annually review each colleagues' training and development requirements. Development opportunities will be offered regularly to upskill and provide colleagues with additional tools and support.

Amplius will provide all colleagues with regular training to ensure that everyone is aware of and understands the contents of this policy.

Our conditions of service, benefits and facilities are reviewed regularly to ensure that they are available to all colleagues who should have access to them and that there are no unlawful obstacles to accessing them.

Termination of Employment

We will ensure that redundancy criteria and procedures are fair and objective and are not directly or indirectly discriminatory.

We will also ensure that the Disciplinary Policy is applied without discrimination.

Disabilities

If a colleague is disabled or becomes disabled, including neurodiversity, then we encourage them to tell us about their condition as soon as possible so that we can support them as appropriate.

Colleagues, if experiencing difficulties at work because of a disability, should raise their concerns with their line manager to discuss any reasonable adjustments that would help overcome or minimise the difficulty. The line manager may wish to consult the People Services team about adjustments. Amplius will consider the matter carefully and try to accommodate a colleague's needs within reason. If we consider a particular adjustment would not be reasonable, we will explain our reasons and try to find an alternative solution where possible.

We will monitor the physical features of our premises to consider whether they might place anyone with a disability at a substantial disadvantage. Where necessary, we will take reasonable steps to improve access, including enabling people to work from home.

Part-Time and Fixed-Term Working

Part-time and fixed-term colleagues should be treated the same as comparable full-time or permanent colleagues and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate) unless differential treatment is justified.

Breach of this Policy

Amplus takes a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Policy. Serious cases of deliberate discrimination and victimisation may amount to gross misconduct resulting in dismissal.

If a colleague believes that they have suffered harassment, bullying or discrimination, or witnessed it happening to someone else in the workplace, then they can raise the matter via the Grievance Policy. Complaints will be treated in confidence and investigated as appropriate.

There must be no victimisation or retaliation against colleagues who complain about or report discrimination. If a colleague believes that they have been victimised for making a complaint or reporting of discrimination, having witnessed it happening to someone else in the workplace, they should raise it via the Grievance Policy.

Amplus encourages the reporting of all types of potential discrimination, as this assists us in ensuring that our equality, diversity, and inclusion principles are adhered to in the workplace. However, making a false allegation in bad faith, or that you know to be untrue, will be treated as misconduct and dealt with under our Disciplinary Policy.

Equality, diversity and inclusion

An equality analysis has been conducted in the Policy Development Plan and the implications have been highlighted throughout the Equality, Diversity, and Inclusion policy.

Additional needs (addressing vulnerabilities)

Amplus understands that some of our customers and service users may be vulnerable for various reasons. Our policies will consider the recommendations made by the Housing Ombudsman and other regulatory bodies regarding vulnerabilities. Amplus will take a proactive approach when making decisions about customers or service users and, where possible, will tailor our services to meet their needs and support vulnerable individuals.

Part 4

Compliance and administration

Legal and regulatory compliance

This policy fully complies with Amplus' legal and regulatory obligations.

- Equality Act 2010
- Data Protection Act 2018
- General Data Protection Regulations
- Public Sector Health Duties
- Regulator of Social Housing Standards

This list is not exhaustive, and policy authors will undertake thorough research and/or seek professional advice to ensure that Amplus meets its obligations and complies with the current and relevant legislation and regulations.

Evaluation, review and performance monitoring

This policy will be reviewed on a Annual basis to ensure that it remains fit for purpose. A policy review may also be required earlier, in response to internal or external changes for example changes in legislation. Prompt and effective action will be taken where improvements are identified.

Amplus undertakes monitoring to meet statutory requirements and achieve best practice. This is used to inform and improve our employment practices.

The People and Governance Committee (P&G) will be provided with ongoing reports, including reports on gender and other pay gaps and actions to eliminate any disparities that exist.

Related policies

- All policies relate to this policy.

Part 5

Appendices

A. Associated documents – Internal procedural document, colleague use only

- NA

Part 6

Changelog

Amended date	Summary of changes	Version №