

## DIVERSITY POLICY

Sounds Commercial is fully committed to the elimination of unlawful and unfair discrimination and values the differences that a diverse workforce brings to the organisation. The Company will not discriminate on the grounds of race, gender, disability, nationality, religion, age, sexual orientation, family status or any other irrelevant factor and will build a culture that values meritocracy, openness, fairness and transparency. 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 the Company's disciplinary and dismissal procedure.

Objectives relating to fair and inclusive practices will be an integral part of all employees' performance reviews throughout the year and in line with Sounds Commercial's core values. The policy is applicable to all employees, suppliers, freelancers, clients & associated venues, whether permanent or temporary. The policy will be reviewed on an on-going basis to reflect changes in the law, demographics and internal business requirements. This policy does not form part of an employee's terms and conditions of employment and may be subject to change at the discretion of the company.

## INCLUSIVITY POLICY

Sounds Commercial facilitate the ability for a Virtual/Hybrid element to all events by using streaming services. This offers a solution for delegates from lower economic backgrounds, who may not have their own transport. This also helps the inclusion of people with disabilities and the vulnerable, particularly during the Covid-19 pandemic.

Through the use of interactive technology feeding back into the events we widen our delegate accessibility.

Physically impaired attendees onsite have access via the installation of a Temporary Demountable Structure (TDS) Ramp with handrail and/or motorised wheelchair lifts.

Our CAD design process always ensures due diligence is demonstrated ensuring inclusivity and access for all attending in person or online.

Sounds Commercial include the option of hearing loops, sign language Interpreters and provide transcript services to aid the hard of hearing at all events.

We offer translation services to encourage diversity in audience, catering for attendees whose first language isn't English.

We offer relay screens & comfort monitors for those with poor eyesight.

## EQUAL OPPORTUNITIES POLICY

Sounds Commercial is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment, candidates, freelancers, tenders, suppliers, contractors and customers. This policy is intended to assist the Company to put our commitment into practice. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination. It is unlawful to discriminate directly or indirectly in recruitment or employment on grounds of sex, gender reassignment, pregnancy, maternity, age, disability, colour, race, nationality, ethnic or national origins, sexual orientation or religion or belief, or because

someone is married or is a civil partner, alternatively because of associative discrimination or discrimination by perception (Protected Characteristics). It is unlawful to treat someone on grounds of disability less favourably than others without that disability are or would be treated (unless the less favourable treatment can be justified) or to fail to make reasonable adjustments to overcome barriers to employment caused by disability. It is unlawful to discriminate unjustifiably on grounds of age in relation to employment. Discrimination after employment may also be unlawful such as refusing to give a reference or the type of reference given. It is unlawful to discriminate directly or indirectly in the provision of goods, facilities or services to customers on grounds of sex (which may include gender reassignment), pregnancy, colour, race, nationality, or ethnic or national origins, sexual orientation or religion or belief. It is unlawful to discriminate (without justification) on grounds of disability or to fail to make reasonable adjustments to overcome barriers to using services caused by disability. The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services.

Types of unlawful discrimination are:

- Direct discrimination where a person is treated less favourably than another in comparable circumstances on a prohibited ground such as refusing to employ a woman because she is pregnant.
- Indirect discrimination where a provision, criterion or practice is applied which is such that it would be to the detriment of a considerably larger proportion of the relevant group to which the individual belongs than to others, which is not objectively justifiable and which is to the individual's detriment.
- Harassment where there is unwanted conduct related to one of the prohibited grounds which has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person or is reasonably considered by that person to have the effect of violating his/her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her even if this effect was not intended by the person responsible for the conduct.
- Failure to make reasonable adjustments where arrangements disadvantage an individual because of a disability.
- Victimisation where someone is treated less favourably than others because he/she has alleged unlawful discrimination or supported someone to make a complaint or given evidence in relation to a complaint.

Striving to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect is an important aspect of ensuring equal opportunities in employment.

Recruitment:

The Company will avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy. Employees will be recruited solely on the basis of work criteria and the applicant's abilities and individual merit. A disability will not of itself justify the non-recruitment of an applicant. Reasonable adjustments to the recruitment process will be made as required to ensure that no applicant is disadvantaged because of his/her disability. Before a disabled applicant is judged to have failed to meet the requirements of the job description and person specification, or to be less suitable than other applicants, full consideration will be given to whether any reasonable adjustments would make the applicant the best person for that post. Person and job specifications will be limited to those requirements that are necessary for the effective performance of the job. Candidates for employment or promotion will be

assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability. Disability and personal or home commitments will not form the basis of employment decisions except where necessary.

The Company will not discriminate unlawfully against customers using or seeking to use goods, facilities or services provided by Sounds Commercial. We will consider any possible indirectly discriminatory effect of our standard working practices when considering requests for variations to these standard working practices and will refuse such requests only if the Company considers it has good reasons for doing so unrelated to any prohibited ground of discrimination, including the number of hours to be worked, the times at which these are to be worked and the place at which work is to be done.

The Company will comply with its obligations in relation to statutory requests for contract variations and will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.

Where an individual requires or may require an adjustment to the working arrangements or environment he/she should bring this to the attention of [his/her line manager]. The prime responsibility for arranging appropriate adjustments will lie with [the line manager & Managing Director].

## TRAINING AND OPPORTUNITIES

All employees will have equal access to training and opportunities for promotion and other aspects of career development based solely on their abilities. In particular, each element of the promotion procedure and all training will be made accessible to disabled employees by such adjustments as are reasonable. Where, during the course of employment, a disabled employee recognises the need for a reasonable adjustment to working arrangements or to a feature of the premises, he/she should discuss this requirement with his/her line manager. The line manager will then determine the appropriate action.

Every employee is required to assist the organisation to meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination. Employees can be held personally liable as well as, or instead of, the organisation for any act of unlawful discrimination. Employees who commit serious acts of harassment may be guilty of a criminal offence. Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under the organisation's disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

### Grievances:

If you consider that you may have been unlawfully discriminated against, you may use the Company's grievance procedure to make a complaint. The nature of your grievance and your attempts at resolution should be submitted in writing to the Line Manager, no later than three months from the date of the incident that caused the grievance. The Company will take any complaint seriously and will seek to resolve any grievance which it upholds. You will not be penalised for raising a grievance even if your grievance is not upheld, unless your complaint is both untrue and made in bad faith. Employees can be held personally liable as well as or instead of the Company for any act of unlawful discrimination. 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 accordance with the results shown by the monitoring. If changes are required, the Company will implement them. This policy does not form part of an employee's terms and conditions of employment and may be subject to change at the discretion of the company.