

## Equal Opportunities Policy

### 1. Purpose

IGO Life Limited is committed to providing a workplace that is fair, inclusive and free from discrimination. We believe that everyone should be treated with dignity and respect and have equal access to opportunities.

This policy sets out our commitment to equality, diversity and inclusion and our approach to preventing discrimination in accordance with the **Equality Act 2010**.

We aim to ensure that no employee, worker, contractor, job applicant or other individual is treated less favourably because of a protected characteristic.

### 2. Scope

This policy applies to:

- Employees (full-time, part-time and temporary)
- Contractors and consultants
- Agency workers
- Job applicants
- Anyone working on behalf of the company

It applies to all aspects of employment, including:

- Recruitment and selection
- Terms and conditions of employment
- Pay and benefits
- Promotion and career development
- Training opportunities
- Working conditions
- Discipline and grievance procedures
- Redundancy and dismissal

### 3. Protected Characteristics

Under the Equality Act 2010, discrimination is unlawful if it relates to any of the following 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

The company will not tolerate discrimination or unfair treatment based on any protected characteristic.

## 4. Types of Unlawful Conduct

The company prohibits the following forms of unlawful conduct:

- **Discrimination**  
Treating someone less favourably because of a protected characteristic.
- **Indirect Discrimination**  
Applying a policy or practice that appears neutral but disadvantages people with a protected characteristic unless it can be objectively justified.
- **Harassment**  
Unwanted conduct related to a protected characteristic that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
- **Victimisation**  
Treating someone unfairly because they have raised a complaint of discrimination, supported another person's complaint, or participated in an investigation.

## 5. Equal Opportunities in Employment

All employment decisions will be based on merit, skills, qualifications and business needs.

The company is committed to:

- Fair and unbiased recruitment and selection processes
- Equal access to training and career development
- Fair and transparent pay structures
- Providing reasonable adjustments for employees and applicants with disabilities
- Ensuring that policies and practices do not disadvantage individuals unfairly

Job applicants and employees will be considered solely on their ability to perform the role.

## 6. Responsibilities

### Management Responsibilities

Managers are responsible for:

- Promoting equality and inclusion within their teams
- Ensuring decisions relating to recruitment, promotion and development are fair and objective
- Addressing inappropriate behaviour or discrimination promptly
- Supporting employees who raise concerns

All employees are expected to:

- Treat colleagues, customers and partners with respect and dignity
- Avoid behaviour that could be considered discriminatory, harassing or offensive
- Support an inclusive working environment
- Report concerns or incidents appropriately

Failure to follow this policy may result in disciplinary action.

## 7. Reasonable Adjustments

Where an employee or job applicant has a disability, the company will take reasonable steps to remove barriers that could disadvantage them.

This may include adjustments such as:

- Changes to working arrangements
- Providing specialist equipment
- Adjustments to recruitment processes
- Flexible working arrangements where appropriate

Requests for reasonable adjustments should be discussed with a manager or HR.

## 8. Reporting Concerns

Employees who experience or witness discrimination, harassment or victimisation are encouraged to report it as soon as possible.

Concerns may be raised with:

- A line manager or senior manager
- Through the company grievance procedure

All complaints will be treated seriously, handled confidentially where possible, and investigated fairly.

No employee will be treated unfairly for raising a genuine concern.

## 9. Monitoring and Review

The company will periodically review its policies and practices to ensure they remain fair, effective and compliant with UK employment law.

This policy will be reviewed regularly and updated when required to reflect changes in legislation or business needs.

## 10. Prevention of Sexual Harassment

## 10.1 Legal Duty

The Worker Protection (Amendment of Equality Act 2010) Act 2023, which came into force on 26 October 2024, places a proactive duty on iGo Life Limited to take reasonable steps to prevent sexual harassment of employees in the course of their employment. This duty extends to harassment perpetrated by third parties, including customers, suppliers, delivery personnel and visitors to our premises.

This section sets out how iGo Life Limited meets that duty. It supplements the harassment provisions in Section 4 of this policy, which remain in full force.

## 10.2 Definition of Sexual Harassment

Sexual harassment is unwanted conduct of a sexual nature that has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. It includes, but is not limited to:

- unwanted physical contact of a sexual nature
- sexual comments, jokes, innuendo or suggestive remarks
- displaying or sharing sexually explicit material
- unwanted sexual advances or requests for sexual favours
- conduct of a sexual nature from third parties such as customers, suppliers or delivery drivers

Sexual harassment can occur in person, remotely, in writing or through digital communications. A single incident can constitute sexual harassment – it does not need to be repeated.

## 10.3 Risk Assessment

iGo Life Limited has assessed the risk of sexual harassment arising in its workplace in accordance with the Equality and Human Rights Commission (EHRC) statutory guidance (November 2024). The following risk factors have been considered:

- Contact with third parties: delivery drivers, couriers and suppliers visit our warehouse premises on a regular basis. Employees may interact with these individuals without a manager present.
- Client-facing communications: some staff engage with business customers by phone, email and in person.
- Small team environment: the close-knit nature of our team means that any inappropriate conduct has a heightened impact on the working environment.

On the basis of this assessment, the risk of sexual harassment is considered low. There are no roles involving cash-handling, lone client visits, night-working or other elevated risk factors. However, the duty to take reasonable preventative steps applies regardless of the level of assessed risk.

## 10.4 Preventative Measures

iGo Life Limited takes the following steps to prevent sexual harassment in the workplace:

- This policy clearly defines sexual harassment, states that it will not be tolerated, and communicates that the duty extends to third-party conduct.
- All employees receive this policy as part of their induction and are required to confirm understanding in writing.
- Managers are trained to recognise, respond to and report sexual harassment incidents or concerns promptly.
- Employees are encouraged to report any concerns without fear of reprisal, using the reporting channels in Section 8.
- Where an employee reports harassment by a third party (such as a delivery driver or customer), management will take prompt action, which may include reporting the conduct to the third party's employer, terminating a business relationship, or contacting relevant authorities where appropriate.
- The company's open-door approach and regular one-to-one meetings provide opportunities for employees to raise concerns confidentially.

## 10.5 Management Responsibilities

The company's most senior manager is responsible for ensuring that this policy is implemented, that the risk assessment is reviewed at least annually, and that any incidents are investigated and addressed promptly. Managers must not dismiss, minimise or fail to act on reports of sexual harassment, whether the alleged perpetrator is a colleague or a third party.

## 10.6 Review

The sexual harassment risk assessment and preventative measures set out in this section will be reviewed at least annually, or following any reported incident, change in the nature of the business, or update to relevant EHRC guidance or legislation.

## Document Control

Version	Change Summary	Date
1	Initial issue.	N/A
2	iGo Life branding applied. Equality Act 2010 provisions updated.	13/03/2026
3	Section 10 added: Prevention of Sexual Harassment. Proactive duty under the Worker Protection (Amendment of Equality Act 2010) Act 2023 incorporated, including risk assessment and preventative	25/03/2026

	<p>measures. Policy title updated to reflect expanded scope. Document control table added.</p>	
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