



Equality, Diversity & Inclusion Policy

Review and Retention

This document will be reviewed at least annually from the date of issue or earlier if the volume of amendments indicates a need for re-issue. The next review date is scheduled for February 2026.

Document Change History

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1.001 – 1.009	N/A	Apr-21	Initial versions	Various
1.010	Victoria Knight	Apr-21	Periodic review	Chris Mee
1.011	Andrea Roughley	Sep-23	Re-template to ISO 9001 standards	Ashley Palmer
1.012	Sean Derrig	Feb-25	Periodic review	Helen Shields

Purpose: To ensure a fair and inclusive working environment for everyone

Used By: Pullman Fleet Solutions



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Organisation (area): Human Resources	
Revision: 1.012 Date: February 2024	
Classification: INTERNAL	

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1. Introduction (overview)

This policy sets out our commitment to providing a fair and inclusive working culture which encourages all our people to make their individual contributions. This in turn benefits our customers and our business.

This policy applies to everyone who works for Pullman, whether as employees, contractors, or people from agencies. The policy is a guide and doesn't form part of your contract. We may change this policy from time to time subject to any agreed consultation processes.

2. Our aims

We want to create a supportive and inclusive environment that helps you balance your work with your lifestyle and reach your full potential in line with our company values.

We are committed to diversity and promoting a culture of inclusion and we expect you to be too. We all have a responsibility to promote a culture of inclusion, treat everyone with dignity and respect and not to discriminate against anyone including current and former employees, job applicants, clients, customers, suppliers and visitors.

3. What is equality?

It refers to the right of every individual to equal treatment and opportunity, regardless of factors like race, disability, gender or social background. Wherever possible Pullman commit to overcoming barriers that allow everyone to express themselves and achieve their best work.

4. What is diversity?

It encompasses acceptance and respect; understanding that each individual is unique, and recognising our individual differences. It's the exploration of these differences in a safe, positive, and nurturing environment. It's about understanding each other and moving beyond simple tolerance to embracing and celebrating the diversity contained within each individual.


5. What is inclusion?

It is about having a culture where people feel they belong, are engaged, and connected; where people feel able to include everyone, irrespective of their culture and their differences. It's also about allowing everyone to perform to the best of their abilities and be able to share their personal skills, knowledge and experiences to help us achieve our ambitions.

6. Protected characteristics

In the UK, the following are protected characteristics under the Equality Act 2010. This means that anyone who falls into the below groups are protected under the act:

- Age
- Disability

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- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

7. What action will Pullman take to ensure Equality, Diversity and Inclusion?

Pullman will;

- Follow local laws on equality as a minimum standard.
- Empower and motivate you to tell us your thoughts and improve how effectively you do your job.
- Make sure you can work without fear of discrimination or inequality.
- Help you feel confident that (where local law allows) you can tell us about any disability you have, your ethnic background, sexual orientation, religion or belief. This helps us make sure we treat everyone fairly.
- Collect diversity information (in countries where it's okay to do so) of employees and applicants and manage it in line with data protection laws.
- Make reasonable adjustments to help people with disabilities continue to work safely and productively.
- Wherever reasonable to do so, support your needs as you go through life changes.
- Recruit, train, promote, evaluate performance, reward people and end contracts fairly and without discrimination.
- Have a proactive plan to achieve our ambition in the countries we work in.


8. As a manager what are my responsibilities?

As a manager you have a key role in bringing to life our commitment to inclusion. You should lead by example by making sure that everyone in your team has the same opportunities at work and tackling any barriers/issues to creating a culture of inclusion.

You should also make sure that contractors or agency personnel are treated in accordance with this policy. If you are involved in recruitment you must make sure you are familiar with the equality and diversity requirements of the Recruitment Policy.

9. What support is available?

If you're struggling with anything related to this policy you should raise this with your manager or HR to discuss how you're feeling and to consider what additional support may be available, for example, documenting any adjustments that you might require. Addressing any issues/concerns as early as possible will help both you and your manager

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to put appropriate steps in place. Other areas of support/advice can also include that from one of our Mental Health First Aiders and/or any member of management.

We also offer access to a voluntary, free and confidential Employee Assistance Programme (EAP) which provides employees with support on issues that crop up in work and life. If you want a confidential chat you can use the support line on 0800 243 458, 24 hours a day, 365 days a year to speak to a professional consultant. You can call the number as often as you need to.

Rehabilitation – Pullman offers a range of rehabilitation services when people experience ill health and go through a period of significant change. This includes conducting internal risk assessments, the offer of the Employee Assistance Programme (as outlined above) and Optima Health (Occupational Health Provider) who have a number of services available. Should there be a requirement for reasonable adjustments relating to IT equipment, where reasonable to do so, Pullman will support colleagues with obtaining IT equipment for example, specialist mouse, keyboard, or specialist software and guidance related to the use of IT.

10. Training

We recognise that training our people is key to achieving our goals and building an inclusive and supportive workplace. We commit to ensuring that our employees have access to appropriate training on diversity and inclusion in the workplace.

11. Compliance

The vast majority of people act professionally and in line with our values. However, if you feel someone isn't acting in accordance with the values set out in this policy, then this should be reported to your line manager or HR so that appropriate steps can be taken.

12. Related Documents

Title
Disciplinary Policy and Procedure


13. Document Ownership and Confidentiality

This document is classified as Internal only and should not be shared with any 3rd party without the written consent of the Pullman Human Resources Manager.

This and any associated documentation remain the property of Pullman and should be returned if requested.

14. Roles & Responsibilities

HR Manager:

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- Approval of this policy.
- Business ownership of this policy and any related annexes.

Executive:

- Sponsorship of this policy.
- Support the implementation of this policy including colleague rollout and that employees are provided with adequate time to complete any education (if applicable) and understand their responsibilities based on this policy.

Business Managers/Heads of Departments

- Promoting the importance of this policy to employees and ensuring they are given the necessary support to enable them to comply with all HR policy direction, protocols and education.

All Colleagues:

- Compliance with this policy and supporting annexes.
- Awareness that a breach of this policy or supporting annexes shall be treated as an incident and may be dealt with in accordance with the Pullman disciplinary process.

15. Who can I contact for more information?

For more information in relation to this policy, please contact your line manager or HR.

16. Exceptions to Policy

If you are unable to comply with any part of this Policy, then a policy exception needs to be submitted to the Policy owner for approval.

17. Document Sign Off

VERSION	APPROVED BY	JOB TITLE	DATE
1.012	Sean Derrig	HR Manager	17.02.2025