

Social policy

A Board director is appointed to be responsible for Group social and ethical policies.

Interserve's policy on social responsibility is designed to provide and promote opportunities for its employees and to reflect our involvement in the local communities in which we operate.

Diversity and Equal opportunities

Interserve Plc is committed to a policy of diversity and equality in its employment practices and fully supports the right of all employees to work in an environment which is free of discrimination or bias. The company believes that equal opportunities for all will ensure that the right people and skills enter the business, employees are trained and encouraged to develop equally so that they fulfil their potential as the company's largest asset and so that customers are treated fairly and equally.

The policy aims to ensure that there is no discrimination, either direct or indirect against employees or applicants on the basis of gender (including sex, marital and or partnership status, gender re-assignment), disability, race (including ethnic origin, colour, nationality and national origin) religious belief, sexual orientation, working arrangements, or age.

The company will carries out regular reviews of this policy and its implementation.

Why have a Diversity and Equality policy?

We believe an environment where equality exists will lead to better performance from all of our employees who will feel that they can fulfil their own potential in an atmosphere free from discrimination. Furthermore, the customer base at Interserve is diverse and reflects all sections of the population. The structure of

the workforce needs to reflect the diversity of the population to maximise the success of the business.

Through the implementation of equal opportunity practices we can ensure that Interserve is able to attract, retain and benefit from diversity.

What do equal opportunities mean?

- a) Treating people fairly:
 - Ensuring that fair and consistent criteria based on skills and abilities relevant to the job and performance objectives are used for:
 - Performance Management
 - Recruitment/Selection
 - Training/Development
 - Ensuring that all employees have the same access to available opportunities for training and career development.
 - Encouraging and promoting talented employees regardless of any categorisation.
- b) Questioning assumptions about particular groups of the workforce and not being influenced by assumptions.

Harassment, Bullying and Victimisation

Interserve Plc recognises the problems that bullying, harassment and victimisation can cause in the workplace and considers bullying, harassment or victimisation of any employee for any reason as unacceptable. We believe that it is crucial that all employees treat each other with dignity and respect in order for them to work effectively and confidently. Fairness and respect for individuals results in the sort of positive atmosphere that generates its own success.

The company seeks to encourage employees to behave in an appropriate manner at all times and the support and cooperation of all employees is essential in ensuring the success of this policy.

What is bullying?

Bullying is a form of harassment which leaves a person feeling that they have not been treated with respect and that they have been devalued, belittled or threatened. It can be at all levels and across all levels in the organisation e.g.

Manager/Subordinate, Subordinate/Manager, Colleague/Colleague, and Team/Individual.

What is Harassment?

Harassment is defined as “unwanted conduct which has the purpose or effect of violating a person’s dignity, or creates an intimidating hostile, degrading, humiliating or offensive environment for that person”.

Harassment, whether it is intentional or unintentional, has a direct effect on the individual concerned and can lower morale and interfere with the effectiveness of people at work.

Unacceptable behaviour includes unwanted verbal, non-verbal and physical conduct. All employees need to think about their own behaviour and that of their colleagues and reflect whether it might be unacceptable or offensive.

Managers have a responsibility to ensure that any form of harassment does not take place at the workplace and this includes ensuring that a culture of unacceptable behaviour is not allowed to develop.

It is the impact of the conduct and not the intention which determines whether harassment has taken place.

The policy concerns the behaviour of employees and third parties at the workplace or in direct connection with employment, i.e. with colleagues at a pub or in a lunch hour. This may include informal social events beyond the course of business, which are not organised by the company and not held on company premises, but which are attended by employees.

Anyone can suffer from harassment.

Victimisation occurs when a person is treated less favourably, because he or she is suspected or known to have made a complaint, or given evidence about the behaviour of someone who has been harassing or discriminating.

If any employee is found to be harassing, bullying or victimising it is a disciplinary offence.