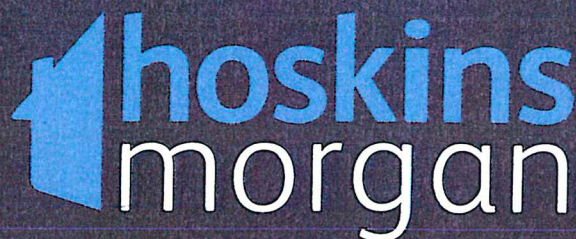


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EQUALITY AND DIVERSITY POLICY

The purpose of this policy is to portray our values on equality and diversity in terms of both our staff and our customers and to show how we put these into practice.

POLICY AIMS AND OBJECTIVES

Hoskins Morgan is committed to equality and operates in accordance with the Equality Act 2010.

We regularly monitor our policies and procedures to ensure this policy is upheld. All our staff have a responsibility not to discriminate or harass other Staff, Customers, Clients, Sellers, Buyers, Landlords, Contract Holders, Applicants and Third-Party Suppliers.

It is our policy to provide equal opportunities in employment irrespective of race, ethnic or national origin, sex, mental or physical disabilities, age, marital status, actual or perceived sexual orientation, religion or belief. We aim to provide a working environment that is free from discrimination and harassment in any form, in which Staff, Customers, Clients, Sellers, Buyers, Landlords, Contract Holders, Applicants and Third Party Suppliers are treated with dignity and respect. Staff will receive continual training to ensure their continued adoption of this policy.

THE PROTECTED CHARACTERISTICS

We set out below the list of protected characteristics under the Equality Act 2010 which ensure that everyone is treated fairly, has equal access to services and are not discriminated against, harassed or victimized.

AGE

This is when someone is treated differently because of their age. The Equality Act 2010 says that you must not be discriminated against because you are (or are not) a certain age or in a certain age group.

DISABILITY

A person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

GENDER REASSIGNMENT

This refers to the process of changing from one gender to the other (change from male to female or female to male) so that your gender identity is different from the gender assigned to you when you were born.

MARRIAGE AND CIVIL PARTNERSHIPS

Marriage is a union between a man and a woman or between a same-sex couple. Same-sex couples can also have their relationships legally recognized as 'civil partnerships'. Civil partners must not be treated less favorably than married couples (except where permitted by the Equality Act).

PREGNANCY AND MATERNITY

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavorably because she is breastfeeding.

RACE

It refers to a group of people defined by their race, color, and nationality (including citizenship) ethnic or national origins.

RELIGION AND BELIEF

Religion refers to any religion, and also a lack of religion. Belief refers to any religious or philosophical belief. Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

SEX

A man or a woman.

SEXUAL ORIENTATION

Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

DEFINING DISCRIMINATION

The Equality Act 2010 expects all our Staff to be aware of the different ways in which discrimination can happen. It can occur deliberately or unconsciously and both on an individual level or an institutional level.

DIRECT DISCRIMINATION

Treating an individual less fairly/worse than another individual because of a protected characteristic.

INDIRECT DISCRIMINATION

This would happen if a rule/policy is set which applies to all but has a worse effect on someone with a protected characteristic than on someone without such a characteristic, when this cannot be objectively justified.

HARASSMENT

This would occur if an individual behaves in such a manner which transgresses another individual's dignity, or is aggressive, degrading, insulting or humiliating towards an individual with a protected characteristic. It could also be of a sexual nature.

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VICTIMISATION

Treating someone unfavorably because they have taken (or possibly intend to take) steps under the Equality Act 2010 or is supporting someone who is taking steps.

PRACTICAL APPLICATIONS OF THE LEGISLATION

We shall always strive to protect a person's protected characteristics when that characteristic comes to our knowledge and attention.

REASONABLE ADJUSTMENTS TO REMOVE BARRIERS FOR DISABLED PEOPLE

When interacting with all Clients, we will endeavor to consider various communication methods and accessibility needs that disabled individuals may have. We will make the necessary adjustments to ensure that the service provided is not diminished in any way.

INSTRUCTIONS TO DISCRIMINATE

Should any Employee and/or Client attempt to instruct us to discriminate against any other individual, we will not accept any such instruction and will not act for that Client.

MARKETING A PROPERTY FOR SALE OR LET

Whilst undertaking our marketing, we will not, whether under instruction to do so or not, discriminate, harass or victimize any occupier of a property that we are marketing.

VIEWINGS/OFFERS

In accordance with the provisions of the Act which we seek to uphold, we do not and will not impose a ban on any particular Buyers or Contract Holder. Any potential Buyer or Contract Holder will be qualified on their individual merits and the Sellers and Landlords will assess their criteria individually and decisions made on a case by case basis, considering all the facts.

LOCATION

498 Cowbridge Road East, Victoria Park, Cardiff CF5 1BL

CONTACT