

Social, Diversity & Equal Opportunities Policy

Statement of Intent

Introduction

The Managing Director (Mr. Robert Warner) is appointed to be responsible for Company Social and Ethical policies.

Metropolitan Electrical Services Limited'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

MES is committed to a policy of diversity and equal opportunities in its employment practices and fully supports the right of all employees to work in an environment which is free of sexual or racial discrimination or of bias related to any disability. The policy aims to ensure that there is no discrimination (either direct or indirect) against employees or applicants on the basis of sex, marital status, sexual orientation, race, ethnic origin, religion, religious beliefs, age or disability. We recognise the problems that harassment can cause in the workplace and considers harassment of any employee for any reason is unacceptable.

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 of discrimination. All employees have a personal responsibility for the practical application of equal opportunities in their everyday dealings and working relationships with colleagues, customers, suppliers, and other appropriate parties.

Metropolitan Electrical Services Limited employees, and Clients employees, are diverse and come from all sections of the population. The structure of the workforce needs to reflect this diversity to enhance out interaction with the community.

Equal opportunities means:

- Encouraging and promoting talented employees regardless of their sex, race or disability.
- Ensuring that all employees have the same access to available opportunities for training and career development.
- Ensuring that fair and consistent criteria based on skills and abilities relevant to the job are used for recruitment/selection, performance management, training/development and promotion.
- Questioning assumptions about particular groups of the workforce and not allowing you to be influenced by misinformed notions.

Harassment and Victimisation

Metropolitan Electrical Services Limited will not tolerate any form of victimisation or sexual or racial harassment.

Sexual and racial harassment are both forms of unlawful discrimination. They are characterised by unwanted conduct of a sexual or racial nature or abuse which is offensive to the recipient. Sexual harassment does not refer to behaviour which is mutually acceptable; it refers to behaviour which is personally offensive, which fails to respect the rights of others and is such that it could interfere with an individual's performance and approach to work. This can include unwelcome physical, verbal or non-verbal conduct.

Victimisation (or bullying) involves intentional intimidation or belittling of an individual. Our policy is to make every effort to provide a working environment free from sexual/racial discrimination, intimidation and bullying.

All employees need to think about their own behaviour and that of their colleagues and reflect on 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.

Metropolitan Electrical Services Ltd's Management is committed to providing a reliable and efficient service to their clients, whilst conforming to the company's long-term objectives, client requirements, requisite statutory and safety regulations and to maintain client satisfaction at the highest economic level. Furthermore, the company is committed to understanding and fulfilling the customer's needs and expectations, in order to provide enhanced levels of customer satisfaction.

In order to achieve this, the company operates a Quality Management System, which includes measurable objectives that are reviewed on a regular basis. The company is committed to the continual improvement of the management system

Ultimate responsibility for the operation of the quality system rests with the Managing Director.

The Quality Management System ensures that the Company can fulfil contractual obligations by;

- Ensuring that all activities that directly affect the quality of service are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators, which provide the feedback to enable quality improvement against Client needs and expectations.
- Providing up to date instructions and training to all personnel together with the promotion of quality awareness.

The Managing Director ensures that this policy is communicated, understood and implemented at all levels in the organisation.

Robert Warner (Signed)
Managing Director
Date Reviewed: 16th August 2019
Next Review Date: 16th August 2020