OpenAgency

info@openagency.com
020 7740 7000

25 Horsell Road
London N5 1XL

openagency.com

Equality, Diversity and Inclusion Policy

Policy owner: James Breeds, Business Director
Approved by: Lewis Macleod, Managing Director
Effective date: January 2024
Next review:January 2027

Our commitment

Open Agency is committed to providing a workplace where people are treated fairly, feel respected and have the opportunity to do their best work.

We value different backgrounds, experiences and perspectives. We aim to remove unnecessary barriers to employment, development and participation, and to create communications that consider the people they are intended to reach.

We do not tolerate unlawful discrimination, bullying, harassment or victimisation. This commitment applies to our work with colleagues, applicants, freelancers, suppliers, clients and the public.

Who this policy covers

This policy applies to everyone working for or on behalf of Open Agency, including directors, employees, temporary staff, freelancers and contractors.

It covers recruitment, pay, working conditions, training, promotion, project allocation, flexible working, grievance and disciplinary matters, redundancy and the ending of working relationships.

It also applies to conduct during client meetings, business travel, events, remote working and work-related digital communications.

Equal treatment

We will not unlawfully discriminate because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Employment and development decisions will be based on relevant skills, experience, performance and the requirements of the role. We will consider individual circumstances and reasonable adjustments where appropriate.

We will review recruitment requirements and working practices to identify barriers that could unnecessarily exclude people.

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Reasonable adjustments

Applicants and people working with Open can request adjustments to help them participate in recruitment or carry out their work.

Requests should be raised with James Breeds or the alternative contact named below. We will discuss the person's needs, consider suitable options and agree how adjustments will be implemented and reviewed.

Adjustments may concern working arrangements, equipment, access, communication methods or the way a task or interview is organised.

Information about an individual's circumstances will be handled sensitively and shared only where necessary.

Dignity and respect

Everyone working with Open is expected to:
- Treat others with courtesy and respect.
- Avoid discriminatory language, behaviour and assumptions.
- Respect personal boundaries.
- Challenge or report inappropriate conduct where it is safe to do so.
- Cooperate with investigations and agreed corrective action.

Unacceptable conduct includes unwanted sexual behaviour, offensive remarks or imagery, intimidation, exclusion, and inappropriate jokes or messages. Conduct may be unacceptable whether it happens in person, online or through a third party.

We will take preventive action as well as respond to complaints. This includes discussing expected conduct, considering risks associated with client contact, events and working arrangements, and providing appropriate guidance and training.

Raising a concern

Anyone who experiences or witnesses discrimination, bullying, harassment or victimisation connected with Open's work is encouraged to report it promptly.

Concerns can be raised verbally or in writing with:

Primary contact: James Breeds, Business Director
Email: james@openagency.com

Alternative contact: Lewis Macleod, Managing Director
Email: lewis@openagency.com

The alternative contact should be used if the concern involves James, or if someone would prefer another route.

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Responding to concerns

We will take concerns seriously and address them promptly, fairly and as confidentially as possible. Absolute confidentiality cannot be guaranteed where information must be shared to investigate or take action.

We will explain the process, identify who will handle the matter and keep the people involved informed. Where necessary, we will appoint an impartial person or seek external support.

No one will be disadvantaged for raising a concern honestly, supporting another person or participating in an investigation. Retaliation will be treated as a separate conduct issue.

Breaches may result in disciplinary action, up to and including dismissal, or action under the relevant freelance, supplier or contractor agreement, following a fair process.

Employees can obtain the grievance and disciplinary procedures from James Breeds or Lewis Macleod. Internal procedures do not remove anyone's statutory rights. Anyone considering external action should seek advice promptly, as time limits may apply.

Training and responsibility

James Breeds is responsible for overseeing this policy. Directors and anyone managing people or projects are responsible for applying it in their decisions and conduct.

We will introduce the policy during induction and explain relevant expectations to freelancers and contractors. Employees will receive appropriate equality, diversity and inclusion guidance and training, with additional support for those managing recruitment, people or complaints.

Required employee training will take place during paid working time. Training required of freelancers or contractors will be agreed within their paid engagement.

We will keep a record of policy briefings and training and review the need for updates annually.

Inclusion in our creative work

We will consider inclusion when developing language, imagery, layouts and audience communications.

This includes questioning stereotypes, considering representation, discussing accessibility requirements and identifying where audience insight or specialist advice is needed.

We will raise concerns with clients where proposed content could exclude, misrepresent or discriminate against people, and recommend appropriate changes.

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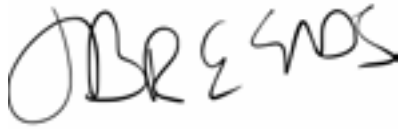
Monitoring and review

We will review this policy annually and sooner where a concern, change in our work or updated requirements makes that necessary.

Our review will consider recruitment and development practices, training, adjustment requests, concerns raised and any actions needed.

Where workforce equality information is collected, participation will be voluntary, its purpose will be explained and access restricted. Given the size of our team, we will take particular care to avoid identifying individuals through reporting.

The policy owner will record the review and any agreed improvements.



James Breeds
Business Director
01 Jan 2024

Publication
This statement is published on our website.