

EQUAL OPPORTUNITIES AND DIGNITY AT WORK POLICY

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NTT Data Business Solutions Limited, “the Company” is an equal opportunity employer and is fully committed to a policy of treating all of its employees and job applicants equally. The Company will avoid unlawful discrimination in all aspects of employment including recruitment and selection, promotion, transfer, opportunities for training, pay and benefits, other terms of employment, discipline, and selection for redundancy and dismissal.

The Company will take all reasonable steps to employ, train and promote employees on the basis of their experience, abilities and qualifications without regard to age, disability, gender reassignment, gender identity and expression, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation. In this policy, these are known as the “protected characteristics”.

The Company has a zero-tolerance approach to any form of behaviour which leaves an employee feeling discriminated against, bullied or harassed and we will treat any complaints of this nature seriously. Discrimination, bullying or harassment based on the following anti-harassment protected characteristics is not tolerated at NTT Data Business Solutions under any circumstances: age, disability, gender reassignment, gender identity and expression, race (including colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation. All employees are responsible for conducting themselves in accordance with this policy. The Company will not condone or tolerate any form of harassment, whether engaged in by employees or by outside third parties who do business with the Company, such as clients, customers, contractors and suppliers.

Employees have a duty to co-operate with the Company to make sure that this policy is effective in ensuring equal opportunities and in preventing discrimination, harassment or bullying. Action will be taken under the Company’s disciplinary procedure against any employee who is found to have committed an act of improper or unlawful discrimination, harassment, bullying or intimidation. Serious breaches of this equal opportunities and dignity at work statement will be treated as potential gross misconduct and could render the employee liable to summary dismissal. Employees should also bear in mind that they can be held personally liable for any act of unlawful discrimination or harassment. Employees who commit serious acts of harassment may also be guilty of a criminal offence.

The principles of non-discrimination, anti-harassment, and equality of opportunity also apply to the way in which employees treat visitors, clients, customers, suppliers and former employees.

You should draw the attention of your line manager to suspected discriminatory acts or practices or suspected cases of harassment or bullying. You must not victimise or retaliate against an employee who has made allegations or complaints of discrimination or harassment or who has provided information about such discrimination or harassment.

Such behaviour will be treated as potential gross misconduct in accordance with the Company's disciplinary procedure. You should support colleagues who suffer such treatment and are making a complaint.

The Company will also take appropriate action against any third parties who are found to have committed an act of improper or unlawful harassment against its employees.

This policy does not form part of any employee's contract of employment and may be amended at any time.

1.1 DIRECT DISCRIMINATION

Direct discrimination occurs when, because of one of the protected characteristics, a job applicant or an employee is treated less favourably than other job applicants or employees are treated or would be treated.

The treatment will still amount to direct discrimination even if it is based on the protected characteristic of a third party with whom the job applicant or employee is associated and not on the job applicant's or employee's own protected characteristic. In addition, it can include cases where it is perceived that a job applicant or an employee has a particular protected characteristic when in fact they do not.

Direction discrimination can also occur based on multiple identities, or dual discrimination, and will not be tolerated. The Company will take all reasonable steps to eliminate direct discrimination in all aspects of employment.

1.2 INDIRECT DISCRIMINATION

Indirect discrimination is treatment that may be equal in the sense that it applies to all job applicants or employees but which is discriminatory in its effect on, for example, one particular group (who share a protected characteristics).

Indirect discrimination occurs when there is applied to the job applicant or employee a provision, criterion or practice (PCP) which is discriminatory in relation to a protected characteristic of the job applicants or employees. A PCP is discriminatory in relation to a protected characteristic of the job applicants or employees if:

- it is applied, or would be applied, to persons with whom the job applicant or employee does not share the protected characteristic;
- the PCP puts, or would put, persons with whom the job applicant or employee shares the protected characteristic at a particular disadvantage when compared with persons with whom the job applicant or employee does not share it;
- it puts, or would put, the job applicant or employee at that disadvantage; and

- it cannot be shown by the Company to be a proportionate means of achieving a legitimate aim.

The Company will take all reasonable steps to eliminate indirect discrimination in all aspects of employment.

1.3 RECRUITMENT, ADVERTISING AND SELECTION

NTT Data Business Solutions Application Process, Recruitment Cycle and verification

Following an application by a candidate whether it be a direct application via our career website or job adverts, referral by an existing employee, agency application or headhunted via a recruiter follows the same process. If there is a relevant open requisition, we take the candidate through the recruitment cycle, which has the following steps set out to take through to hiring:

CV review – after application via any of the above means the candidates CV is reviewed by a recruiter who will assess the application against open roles (not only the role that the candidate applied for) and a decision is made whether to progress, reject or hold for future roles.

Screening - this is a telephone call with a recruiter and is not a technical interview, the call is designed to walk the candidate through their CV to ascertain the experience is correct for the role, check candidates language skills, determine availability/notice period and salary as well as eligibility to work without the need for sponsorship. It is also an excellent opportunity to “sell” NTT Data Business Solutions and answer any questions the candidate may have about working for NTT Data Business Solutions.

2nd Interview - Technical Interview - This is a competency based interview to assess and grade the candidate against the competencies of the role and level. The technical interview will be conducted by an NTT Data Business Solutions employee. The interviewer will have the relevant technical skills to allow them to assess and grade the level of the candidate. This could be a panel interview as the candidate and the role may need more than one skill.

Face to Face or Final Interview –as suggested this is a meeting, where possible (we have had to interview via Video Conference recently due to Coronavirus lockdown and social distancing rules). Depending on level the candidate will meet with either a Team Lead or Practice Director or both where they will be expected to do a short presentation or to assess the candidate’s client facing skills, it will also give us the chance to give more details with regards to NTT Data Business Solutions and our projects.

Offer – following the successful interviews the candidate will move to offer negotiation, this gives us the opportunity to discuss and agree on a salary that will attract the candidate to join. Once we have an agreed salary a verbal offer is made and details are requested (name as it appears on passport, correct address and contact details) so that we can move to contract generation and agree a start date.

Referee's – once the contract has been accepted and signed, we then start the background checks and verifications prior to on boarding. All offers are subject to the receipt of satisfactory references and security checks.

From time to time we may make offers to contracting resources where the requirement is short term and skills and knowledge are scarce. Security checks on Contractors consist of verification of the Company number and submission of Professional Liability Insurances.

Additional checks on other UK based employees under Disclosure and Barring are subject to agreement with the client. The checks are not automatic but are conducted at levels 1, 2 or 3 dependent upon the project and client request. The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of relevant experience, abilities and qualifications.

The Company is committed to applying its equal opportunities policy statement at all stages of recruitment and selection.

The Company aims to ensure that no job applicant suffers discrimination because of any of the protected characteristics above. The Company's recruitment procedures are reviewed regularly to ensure that individuals are treated on the basis of their relevant merits and abilities. Job selection criteria are also regularly reviewed to ensure that they are relevant to the job and are not discriminatory.

Advertisements will aim to positively encourage applications from all suitably qualified and experienced people. Advertisements will also avoid stereotyping or using wording such as gendered language that may discourage groups with a protected characteristic from applying.

When advertising job vacancies, in order to attract applications from a diverse labour market, the Company will, as far as reasonably practicable:

- Ensure advertisements are not confined to those areas or publications which would exclude or disproportionately reduce the numbers of applicants with a particular protected characteristic;
- Avoid setting any unnecessary provisions or criteria which would exclude a higher proportion of applicants with a particular protected characteristic.

Where vacancies may be filled by promotion or transfer, they will be published to all eligible employees in such a way that they do not restrict applications from employees with a particular protected characteristic.

However, where, having regard to the nature and context of the work, having a particular protected characteristic is an occupational requirement and that occupational requirement is a proportionate means of achieving a legitimate aim, the Company will apply that requirement to the job role and this may therefore be specified in the advertisement.

To avoid indirect discrimination, all vacancies will generally be advertised internally and/or externally unless there is an obvious internal candidate or there is an urgent need for a temporary appointment pending a more rigorous selection process. The Company will not rely on 'word of mouth recruitment'.

The selection process will be carried out consistently for all jobs at all levels. All applications will be processed in the same way. Any marking or assessment system used will be determined beforehand and applied to all candidates. The staff responsible for short-listing, interviewing and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application. Wherever possible, more than one person will be involved in short listing candidates for the purposes of objectivity.

Person specifications and job descriptions will be limited to those requirements that are necessary for the effective performance of the job. Wherever possible, all applicants will be interviewed by at least two interviewers and all questions asked of the applicants will relate to the requirements of the job. The selection of new staff will be based on the job requirements and the individual's suitability and ability to do, or to train for, the job in question.

With disabled job applicants, the Company will have regard to its duty to make reasonable adjustments to work provisions, criteria and practices or to physical features of work premises or to provide auxiliary aids or services in order to ensure that the disabled person is not placed at a substantial disadvantage in comparison with persons who are not disabled

Applicants should not be asked about any past or current pregnancy or future intentions related to family planning. Applicants should not be asked about matters relating to a protected characteristic without the approval of the People Team (who should first consider whether such matters are relevant and may lawfully be taken into account).

If it is necessary to assess whether personal circumstances will affect the performance of the job (for example, if the job involves unsociable hours or extensive travel), this will be discussed objectively, without detailed questions based on assumptions about any of the protected characteristics.

The Company is required by law to ensure that all employees are entitled to work in the UK. Assumptions about immigration status will not be made based on appearance or apparent nationality. All prospective employees, regardless of nationality, must be able to produce original documents (such as a passport) before employment starts, to satisfy current immigration legislation. The Company will ensure that such checks are made to ensure compliance with the law.

1.4 TRAINING AND PROMOTION

The Company will train all line managers in the Company's policy on equal opportunities and in helping them identify and deal effectively with discriminatory acts or practices or acts of harassment or bullying. Line

managers will be responsible for ensuring they actively promote equal opportunity within the departments for which they are responsible.

The Company will also provide training to all employees to help them understand their rights and responsibilities in relation to equal opportunities and dignity at work and their obligation to create a work environment that is free from discrimination, bullying and harassment.

NTT Data Business Solutions operates a promotion process with clear direction and metrics. Where a promotional system is in operation, it will not be discriminatory and is checked from time to time to assess how it is working in practice. When a group of employees who predominantly have a particular protected characteristic appear to be excluded from access to promotion, transfer and training and to other benefits, the promotional system will be reviewed to ensure there is no unlawful discrimination.

1.5 TERMS OF EMPLOYMENT, BENEFITS, FACILITIES AND SERVICES

All terms of employment, benefits, facilities and service will be reviewed from time to time, in order to ensure that there is no unlawful direct or indirect discrimination because of one or more of the protected characteristics.

1.6 TERMINATION OF EMPLOYMENT

The Company will ensure that redundancy criteria and procedures are fair and objective and that they are not directly or indirectly discriminatory.

The Company will also ensure that disciplinary procedures and penalties are applied without discrimination, whether they result in disciplinary warnings, dismissal or other disciplinary action.

1.7 DISABILITY DISCRIMINATION

If you are disabled or become disabled, the Company encourages you to inform it of your condition so that you can be supported as appropriate.

If you experience difficulties at work because of your disability, you may wish to contact your line manager or the People Team to discuss any reasonable adjustments that would help overcome or minimise the difficulty. Your line manager or the People Team may wish to consult with you and your medical adviser(s) about possible adjustments. The Company will consider the matter carefully and try to accommodate your needs within reason. If the Company consider a particular adjustment would not be reasonable, it will explain its reasons and try to find an alternative solution where possible.

The Company will monitor the physical features of its premises to consider whether they place disabled employees, job applicants or service users at a substantial disadvantage compared to other employees. Where reasonable, the Company will take steps to improve access for disabled staff and service users.

1.8 EQUAL PAY

The Company is committed to equal pay in employment. It believes employees should receive equal pay for like work, work rated as equivalent or work of equal value. In order to achieve this, the Company will endeavour to maintain a pay system that is transparent, free from bias and based on objective criteria.

1.9 BULLYING AND HARASSMENT

This policy covers bullying and harassment in the workplace and in any work-related setting outside the workplace, for example, during business trips and at work-related social events.

Bullying is offensive or intimidating behaviour or an abuse or misuse of power which undermines or humiliates an employee.

An employee harasses another employee if they engage in unwanted conduct related to an anti-harassment protected characteristic, and the conduct has the purpose or effect of violating the other employee's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for that other employee.

An employee also harasses another employee if they engage in unwanted conduct of a sexual nature, and the conduct has the purpose or effect of violating the other employee's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for that other employee.

Finally, an employee harasses another employee if they or a third party engage in unwanted conduct of a sexual nature or that is related to gender reassignment or gender identity or expression, the conduct has the purpose or effect of violating the other employee's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for that other employee, and because of that other employee's rejection of or submission to the conduct, they treat that other employee less favourably than they would treat them if they had not rejected, or submitted to, the conduct.

The unwanted conduct will still amount to harassment if it is based on the anti-harassment protected characteristic of a third party with whom the employee is associated and not on the employee's own anti-harassment protected characteristic, or if it was directed at someone other than the employee, or even at nobody in particular, but they witnessed it. In addition, harassment can include cases where the unwanted conduct occurs because it is perceived that an employee has a particular anti-harassment protected characteristic, when in fact they do not.

Conduct may be harassment whether or not the person intended to offend. Something intended as a “joke” or as “office banter” may offend another person. This is because different employees find different levels of behaviour acceptable and everyone has the right to decide for themselves what behaviour they find acceptable to them.

Behaviour which a reasonable person would realise would be likely to offend an employee will always constitute harassment without the need for the employee having to make it clear that such behaviour is unacceptable; for example, touching someone in a sexual way. With other forms of behaviour, it may not always be clear in advance that it will offend a particular employee; for example, office banter and jokes. In these cases, the behaviour will constitute harassment if the conduct continues after the employee has made it clear, by words or conduct, that such behaviour is unacceptable to them. A single incident can amount to harassment.

Examples

Bullying and harassment may be verbal, non-verbal, written or physical. Examples of unacceptable behaviour include, but are not limited to, the following:

- unwelcome sexual advances, requests for sexual favours, other conduct of a sexual nature;
- subjection to obscene or other sexually suggestive or racist comments or gestures, or other derogatory comments or gestures related to an anti-harassment protected characteristic;
- the offer of rewards for going along with sexual advances or threats for rejecting sexual advances;
- jokes or pictures of a sexual, sexist or racial nature or which are otherwise derogatory in relation to an anti-harassment protected characteristic;
- demeaning comments about an employee’s appearance;
- questions about an employee’s sex life;
- the use of nicknames related to an anti-harassment protected characteristic whether made orally or by e-mail;
- picking on or ridiculing an employee because of an anti-harassment protected characteristic;
- isolating an employee or excluding them from social activities or relevant work-related matters because of an anti-harassment protected characteristic.

1.10 REPORTING COMPLAINTS

All allegations of discrimination or harassment will be dealt with seriously, confidentially and speedily. The Company will not ignore or treat lightly grievances or complaints of discrimination or harassment from employees.

If you wish to make a complaint of discrimination, you should use the Company's grievance procedure.

With cases of harassment, while the Company encourages employees who believe they are being harassed or bullied to notify the offender (by words or by conduct) that his or her behaviour is unwelcome, the Company also recognises that actual or perceived power and status disparities may make such confrontation impractical. In the event that such informal direct communication is either ineffective or impractical, or the situation is too serious to be dealt with informally, you should follow the procedure set out below.

If you wish to make a complaint of harassment, whether against a fellow employee or a third party, such as a client, customer, contractor or supplier, you should follow the following steps:

- First of all, report the incident of harassment to your line manager. If you do not wish to speak to your line manager, you can instead speak to an alternative manager or to the Human Resources Department.
- Such reports should be made promptly so that investigation may proceed and any action taken expeditiously.
- All allegations of harassment will be taken seriously. The allegation will be promptly investigated and, as part of the investigatory process, you will be interviewed and asked to provide a written witness statement setting out the details of your complaint. Confidentiality will be maintained during the investigatory process to the extent that this is practical and appropriate in the circumstances. However, in order to effectively investigate an allegation, the Company must be able to determine the scope of the investigation and the individuals who should be informed of or interviewed about the allegation. For example, the identity of the complainant and the nature of the allegations must be revealed to the alleged harasser so that they are able to fairly respond to the allegations. The Company reserves the right to arrange for another manager to conduct the investigation other than the manager with whom you raised the matter.
- Once the investigation has been completed, you will be informed in writing of the outcome and the Company's conclusions and decision as soon as possible. The Company is committed to taking appropriate action with respect to all complaints of harassment which are upheld. If appropriate, disciplinary proceedings will be brought against the alleged harasser.
- You will not be penalised for raising a complaint, even if it is not upheld, unless your complaint was both untrue and made in bad faith.

- If your complaint is upheld and the harasser remains in the Company's employment, the Company will take all reasonable steps to ensure that you do not have to continue working alongside them if you do not wish to do so. The Company will discuss the options with you.
- If your complaint is not upheld, arrangements will be made for you and the alleged harasser to continue or resume working and to repair working relationships.

Alternatively, you may, if you wish, use the Company's grievance procedure to make a complaint of harassment.

Victimisation is prohibited by the Company. This is less favourable treatment of someone who has complained of or given information about discrimination or harassment, or supported someone else's complaint.

Any employee who is found to have discriminated against or harassed another employee in violation of this policy will be subject to disciplinary action under the Company's disciplinary procedure. Such behaviour may be treated as gross misconduct and could render the employee liable to summary dismissal. In addition, line managers who had knowledge that such discrimination or harassment had occurred in their departments but who had taken no action to eliminate it will also be subject to disciplinary action under the Company's disciplinary procedure. The Company takes a strict approach to breaches of this policy.

1.11 MONITORING EQUAL OPPORTUNITY AND DIGNITY AT WORK

The Company will regularly monitor the effects of selection decisions and personnel and pay practices and procedures in order to assess whether equal opportunity and dignity at work are being achieved. This will also involve considering any possible indirectly discriminatory effects of its working practices. If changes are required, the Company will implement them. The Company will also make reasonable adjustments to its standard working practices to overcome substantial disadvantages caused by disability.

Employees are invited to comment on this policy and suggest ways in which it might be improved. Employee identity and confidentiality will be maintained.