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Your Option Services Ltd

EDI Policy

October 2025.

Policy Objectives

Purpose and scope

This policy sets out how we uphold inclusion in the workplace. Whilst this applies to all people we employ directly, we will also reference this policy in dealings with our clients, suppliers and other third parties. It applies to all employees, in all our operating areas.

Policy objectives

Our people are what make Your Option great. They come from a wide range of cultures and bring with them an array of experiences; the fresh thinking and passion they bring to work every day is a direct result of that tremendous diversity.

Our approach to business is underpinned by a belief that all individuals should be treated fairly and have access to equal opportunities, regardless of their status. To attract, recruit, develop and retain the very best people at all levels, we are committed to respecting and embracing talent and working to support a culture that is inclusive and reflective of our vision and values. We also look for high levels of inclusion in our suppliers, evidenced through a diverse make-up, and encourage them to adopt similar philosophies in their relationships with their own employees and suppliers.

Our approach is based on three key principles:

Inclusion – we create a working culture where we value the whole person and the experiences they bring to work; everyone has the opportunity to develop in a way that is consistent with our vision and values. Our aim is to be an organisation where people feel involved, respected and connected to our success.

Equality – we promote equality by removing barriers, eliminating discrimination and ensuring equal opportunity and access for all groups of people, both within Your Option and externally among those organisations with whom we have formal relationships.

Diversity – we accept each person as an individual. Our success and competitiveness is built on our ability to embrace diversity – and we believe that everyone should feel valued for their contributions. By working together we will deliver the best possible solutions for our people, our clients and our business.

Our Requirements

- No job applicant or employee will receive less favourable treatment on the grounds of sex, race, age, ethnic origin, marital status, pregnancy and maternity, civil partnership status, any gender reassignment, religion or belief, sexual orientation, disability or part-time/fixed-term work;
- Employees will be protected from discrimination by association;
- Inclusion, equality and diversity will be promoted within the workplace;
- We will contribute to generating similar attitudes to ours, in terms of inclusion, in the wider community. We will also look for similar principles of inclusion when we select and manage relationships with our suppliers;
- Fair and equitable treatment will be the hallmark of every aspect of working life at Your Option, from our written procedures through to every decision we make;
- We will promote a culture where employees recognise the value that an inclusive workforce, evidenced through a diverse make-up, brings to the organisation; and where colleagues and external associates are treated with dignity and respect; and
- We will create an environment where anyone believing they have been subjected to discrimination, victimisation, bullying or harassment in the workplace, is entitled and feels safe to raise such concerns. We are committed to ensuring that the process for dealing with these concerns is straightforward and will be addressed in a compassionate, efficient and timely manner.

Role Of Management

Our management team will ensure that:

- Ensuring that all of our policies, processes, procedures and practices underpin delivery of the inclusion policy;
- Cascading inclusion lessons learned and sharing best practice throughout the business; and
- Championing key issues and collectively recommending changes to policies, processes, procedures and practices to the Executive Board.
- Ensuring that this policy and supporting strategies and procedures are distributed, implemented and complied with; and
- Leading by example in protecting the Your Option brand and championing knowledge sharing across the businesses.
- Implementing and enforcing the processes and procedures;
- Ensuring that their people are aware of their responsibilities and receive appropriate training; and
- Addressing any inappropriate behaviour.

Our CEO is responsible for:

- Reviewing, endorsing and achieving this policy's aims, whilst recognising their role in being accountable for inclusion and increasing awareness of inclusion within the business and will lead by example.

Role Of Employees

All employees are expected to:

1. Treat everyone with respect and dignity
 - Act professionally, fairly, and without bias toward colleagues, clients, contractors, or members of the public.
 - Avoid language or behaviour that could be perceived as discriminatory, harassing, or exclusionary.
2. Comply with the Equality Act 2010
 - Understand and follow the legal principles of equality, diversity, and inclusion.
 - Ensure no one is treated less favourably because of a protected characteristic (e.g. age, disability, gender, race, religion, sexual orientation, or gender reassignment).
3. Challenge discrimination and bias
 - Speak up or report any observed incidents of discrimination, bullying, or harassment.
 - Support a workplace culture that promotes inclusion and accountability.
4. Promote inclusivity in daily work
 - Value different perspectives and backgrounds when collaborating with others.
 - Make an effort to include all voices in discussions and decision-making.
5. Complete EDI training and apply learning
 - Attend mandatory EDI awareness or refresher training.
 - Apply inclusive principles in communication, recruitment, service delivery, and client interactions.
6. Respect confidentiality and boundaries
 - Handle sensitive EDI matters appropriately, maintaining confidentiality when required.
 - Create a psychologically safe space for others to share concerns or ideas.
7. Be accountable for their own actions
 - Recognise that personal conduct reflects on the organisation as a whole.
 - Take responsibility for continuous learning and self-awareness regarding diversity and inclusion.

Successful Implementation Of The Policy

Successful implementation of our EDI policy will create a workplace where every individual feels valued, respected, and empowered to contribute their full potential. It will strengthen collaboration, innovation, and employee wellbeing by ensuring that diversity is not only represented but actively celebrated. By embedding inclusivity into our everyday operations, recruitment, leadership, and decision-making, Your Option will continue to build a culture that reflects the communities we serve and enhances our reputation as an equitable and forward-thinking employer. Ultimately, effective delivery of this policy will lead to improved staff retention, higher engagement, and stronger, more resilient teams.

As a collective, Your Option Services Ltd will achieve the following:

- Greater engagement and productivity of our people who bring their whole selves to the workplace;
- Recognition by external bodies in the form of awards, nominations and accreditations;
- Continual improvement in quantitative and qualitative data trends across the whole organisation and for specific subgroups of employees, such as the Board and senior management population; and
- Improved benchmarking results when examining our performance against other organisations or when audited by independent external bodies.