



Policy: Diversity & Inclusion

At Connections Legal Management (CLM) we recognise and celebrate diversity. We believe that drawing upon the talents, perspectives, and experiences of a diverse workforce is critical to our success. We are committed to creating an inclusive, respectful environment where everyone is treated fairly and with dignity.

This policy sets out our approach to equality, diversity and inclusion (ED&I), not only for those we employ but also for those who interact with us, including clients, suppliers, visitors, and associates.

Our Commitment

We are committed to preventing discrimination, harassment (including sexual harassment), bullying and victimisation in all our interactions and operations. We expect the same high standards from all third parties who work with us or represent us.

We do not tolerate discrimination on the basis of any protected characteristic, which under UK law includes:

- Age
- Sex
- Race
- Disability
- Gender Reassignment
- Marriage or Civil Partnership
- Pregnancy and Maternity
- Religion or Belief
- Sexual Orientation

Discrimination can take many forms, both direct and indirect and includes unfair treatment, harassment, and victimisation. Less favourable treatment of someone due to one of the protected characteristics listed above is unacceptable.

What We Expect

We expect all individuals and organisations who interact with us to uphold our values and respect the rights and dignity of everyone associated with our business. This includes:

- Treating all individuals fairly and without bias.
- Avoiding any behaviour that could be interpreted as harassment, bullying, or discrimination.
- Cooperating with us in any investigations or actions we take in response to reported issues.

Definitions

To support a shared understanding, we define the following behaviours as unacceptable:

- **Direct discrimination** treating someone less favourably due to a protected characteristic.
- **Indirect discrimination** applying policies or practices that disadvantage people with protected characteristics.
- **Harassment** unwanted conduct related to a protected characteristic that violates someone's dignity or creates an intimidating, hostile, degrading or offensive environment.
- **Sexual harassment** unwanted conduct of a sexual nature or behaviour that creates a sexualised, intimidating, or offensive atmosphere.
- **Victimisation** treating someone unfairly because they have raised or supported a complaint of discrimination or harassment.
- **Bullying** offensive, intimidating, malicious, or insulting behaviour that undermines or harms an individual.

Examples include (but are not limited to)

- Spreading rumours
- Excluding individuals unfairly
- Making lewd remarks or inappropriate jokes
- Sending offensive content or displaying inappropriate materials
- Unwelcome physical contact or advances
- Aggressive, mocking, or demeaning language
- Intrusive behaviour (e.g. following, stalking, pestering)

Harassment by Third Parties

We take third-party harassment seriously. This includes harassment by clients, contractors, suppliers, visitors, and other external parties. If any individual associated with your organisation behaves in a way that breaches our standards while engaging with our team, we will take action. This may include:

- Issuing formal warnings
- Amending commercial agreements
- Restricting access to our premises or services
- Ending working relationships

We regularly assess and review the risk of third-party harassment and implement appropriate measures to mitigate those risks.

Creating a Respectful Environment

We invest in training and clear communication to ensure that everyone working for us understands and upholds our standards. Our expectations for behaviour apply at all times, including:

- In the workplace
- During business-related social events
- Online or via social media when representing or interacting with us
- In any setting where behaviour may impact our people or business reputation

We are guided by values that promote fairness, respect, and inclusivity. These values inform our workplace culture and our expectations of anyone who represents or partners with us.

Raising Concerns

We want everyone, including employees and external parties to feel confident raising concerns about bullying, harassment, or discriminatory behaviour. If you witness or experience any behaviour that violates this policy while engaging with our business, please let us know.

You can report concerns through the following confidential channels: **confidential@hr-yourbusinessmatters.co.uk**

All complaints will be taken seriously and handled sensitively and fairly. Where necessary, we may take interim measures to prevent further issues while an investigation is underway. We also encourage anyone who witnesses unacceptable behaviour to speak up, even if they are not directly affected.

Confidentiality and Support

We handle all concerns and complaints with confidentiality and care. Any information shared with us will only be disclosed where necessary to investigate or take action.

We protect all those who raise genuine concerns from retaliation or victimisation, regardless of the outcome of an investigation.

Consequences of Breach

Breaches of this policy may result in appropriate action being taken. For employees, this could include disciplinary action up to and including dismissal. For third parties, consequences may include suspension of work, termination of contracts, or other remedial action.
