

Equality Policy - Hubexo

Owner: Chief People officer

Approved by: The board of directors

Last update: 2025-09-01

Distribution: All employees



The Old Post Office,
St. Nicholas Street,
Newcastle Upon Tyne,
United Kingdom, NE1 1RH

1 Introduction

Hubexo is an equal opportunity employer and is committed to avoiding unlawful discrimination in employment and against its customers. This policy is intended to assist the Company to put this commitment into practice.

Compliance with this policy will ensure that employees do not commit unlawful acts of discrimination. The Company strives to ensure that the workplace is free of harassment and bullying and that everyone is treated with dignity and respect which is an important aspect of ensuring equal opportunities in employment.

We aim to ensure that our employees achieve their full potential and that all employment decisions are taken without reference to discriminatory criteria. This policy will help us achieve these aims.

Hubexo does not tolerate or discriminate directly or indirectly in recruitment or employment because of age, disability, sex, gender reassignment, pregnancy, maternity, guardianship, race, colour, nationality, ethnic or national origin, sexual orientation, religion, belief or because someone is married or in a civil partnership.

Employees must not discriminate against or harass a member of the public in the provision of services, goods or facilities and must not fail to make reasonable adjustments to overcome barriers to using services caused by disability. The duty to make reasonable adjustments may include the removal, adaptation, or alteration of physical features, if the physical features make it impossible or substantially difficult for disabled people to make use of services.

2 Direct Discrimination

Is where a person is treated less favourably than another because of a protected characteristic. An example of direct discrimination is:

refusing to employ a woman because she is pregnant or refusing to appoint someone because they have children.

refusing to appoint someone from a particular racial or religious group because they 'wouldn't fit in'.

3 Indirect Discrimination

Is where there is a practice, policy or rule which applies to everyone in the same way, but it has a worse effect on some people than others and it is not justified.

Examples of indirect discrimination:

full-time work – this could impact all colleagues with children but may have a disparately adverse impact on more women with small children as they are generally accepted as taking the primary childcare role. It may not be justified if our business needs can still be met by more flexible working relationships.

a requirement for a specific educational standard as a selection criterion – this could have a disparately adverse impact on people educated overseas and may not be justified if all that is needed is to demonstrate a reasonable level of literacy.

4 Disability Discrimination

This includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Examples of disability discrimination:

a requirement for staff to hold a valid driving license for a job which involves very little travelling.

failure to recruit a wheelchair user without first considering whether the working arrangements or premises can reasonably be adapted to his/her needs.

5 Harassment

Is where there is unwanted conduct, related to one of the characteristics of age, disability, sex, gender reassignment, pregnancy, maternity, guardianship, race, colour, nationality, ethnic or national origin, sexual orientation, religion, belief or because someone is married or in a civil partnership, that has the purpose or effect of violating a person's dignity; or creating an intimidating, threatening, hostile, degrading, humiliating or offensive environment. It does not matter whether this effect was intended by the person responsible for the conduct.

6 Victimisation

Occurs where an individual is treated less favourably than colleagues because he/she has taken action to assert their right not to be discriminated against or assisted a colleague with information in that regard.

7 Equal Opportunities

Hubexo is committed to ensuring all our existing colleagues and applicants for employment are protected from unlawful discrimination in all aspects including recruitment, promotion, opportunities for training, pay and benefits, discipline, and selection for redundancy.

Recruitment: Recruitment and employment decisions will be made based on fair and objective criteria. The requirements of job applicants and existing members of staff who have a disability will be reviewed to ensure that where appropriate reasonable adjustments are made to enable them to enter into or remain in employment with us. Promotion opportunities, benefits and facilities of employment will not be unreasonably limited, and every reasonable effort will be made to ensure that disabled staff participate fully in the workplace.

Disabilities: If you are disabled or become disabled, we encourage you to tell us about your condition so that we can support you as appropriate.

If you experience difficulties at work because of your disability, you should contact your line manager or HR to discuss any reasonable adjustments. Your line manager or HR may wish to consult with you and a medical adviser about possible adjustments. We will consider the matter carefully and try to accommodate your needs within reason. If we consider a particular adjustment would not be reasonable, we will explain our reasons and try to find an alternative solution where possible.

Your responsibility: Every colleague is required to assist the Company to meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination. Acts of discrimination, harassment, bullying or victimisation against colleagues or customers will be considered as disciplinary offences and will be dealt with under the relevant disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal.

Grievances: If you consider that you may have been unlawfully discriminated against, you should use the Company's grievance procedure to make a complaint. The Company will take any complaint seriously and will seek to resolve any grievance that it upholds. You will not be penalised for raising a grievance, even if your grievance is not upheld, unless your complaint is both untrue and made in bad faith.

Customer complaints: If you consider that you may have been unlawfully discriminated, harassed, or threatened by a customer in the execution of your duties you should raise the issue directly with your line manager or HR so that the complaint can be dealt with. The Company will take any complaint seriously and will seek to resolve any matters raised sensitively and without delay. You will not be penalised for raising a complaint, even if your complaint is not upheld, unless your complaint is both untrue and made in bad faith.

For information on when this policy is subject to review and approval, as well as the appointed Owner and Approver, please see the Policy for Policies. The Policy for Policies also includes explanations to the definitions used in this policy.