



Diversity & Inclusion Policy

Executive owner	Chief People Officer
Operational owner	Head of Leadership & Development
Version	1.0
Last approved	March 2024
Next review date	March 2025

Diversity & Inclusion Policy

1. Purpose

At Simplyhealth we believe that we have a powerful platform for social change providing access to healthcare for all in the UK. Diversity and Inclusion fuels our innovation and connects us closer to our customers and the communities we serve.

We want all our colleagues to feel valued, appreciated, and free to be who they are at work. We value everything that makes us individually different, it's much more than how we look. It's how we think, our views and our values as well as our lived experiences. It's this that allows us to create products and services that serve everyone. We want our partnerships to help us drive our agenda and the communities around us to feel the benefits.

Equally, there is no place for discrimination or victimisation in the workplace. This policy sets out what we mean by diversity, inclusion, discrimination, and victimisation, how we should all behave, and what you should do if you feel discriminated against.

2. Scope and Application

This Policy comes into effect from the date on the first page. This policy does not form part of your contract of employment or other contract to provide services and we may change it at our discretion, with or without notice and will be reviewed annually by the Employee Experience Manager and HR Operations team.

This policy applies to everyone who works at Simplyhealth, including employees, agency workers and contractors.

3. Policy

At Simplyhealth we commit to:

- treating everyone fairly and respectfully
- rewarding contribution fairly
- fairly recognising and celebrating difference
- making diversity and inclusion decisions based on data
- challenging behaviour which encourages stereotypes or division
- striving to create an inclusive culture where 'you can be you'
- understanding the unique and diverse needs of our customers and our communities
- making sure our suppliers and partners actively support us by having a diverse and inclusive culture and that they can demonstrate this

What is diversity?

Diversity is about acceptance and respect. It means appreciating that each of us is unique and recognising our individual differences, treating everyone as an individual and allowing them to be themselves.

What is inclusion?

Inclusion is about engaging with the uniqueness, talents, beliefs, backgrounds, abilities, and ways of working of all our colleagues. It's also about working together to create a culture where colleagues feel they belong and are valued and respected.

What is discrimination?

By law, being discriminated against is when you are treated less favourably because of any of the following 'protected characteristics':

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy or maternity
- race
- religion or belief
- sex
- sexual orientation

Examples of direct discrimination at work could be:

- someone is not offered a promotion because they're a woman and the job goes to a less qualified or experienced man
- a close friend of a colleague has surgery to change their sex. Some of his colleagues find out about the surgery and stop inviting them to social events
- a manager rejects a colleague for a role within the events team because they believe the colleague is Muslim because of their name and would therefore not want to work with alcohol when setting up or supporting a bar at an event

Victimisation

The law also protects people against victimisation – which means being treated less favourably because they have, they plan to, or they are thought to have:

- brought an employment tribunal claim alleging discrimination
- complained about discrimination
- given evidence or information in relation to someone else's claim about discrimination

What we need from you:

We all have a responsibility to behave in a way that is respectful of other colleagues and to understand that our views and opinions may not always be the same as other colleagues.

Here's some of the things that you can do to help create an inclusive workplace:

- respond to requests for diversity and inclusion data, helping us celebrate who we are and identify any gaps that exist
- be aware of different cultures and customs, and respect the benefits that diversity can bring

- try to understand other peoples' points of view and help them understand yours
- take responsibility for your own actions
- respect the confidentiality of colleagues and customers
- deal with customers, colleagues and suppliers in an ethical and lawful way and with respect at all times
- look for solutions to problems and try to resolve issues constructively
- if you ever see inappropriate behaviour, challenge, or report it
- if you challenge others, do so in a respectful way

What you can expect from your manager:

- support to challenge unacceptable behaviour
- fairness & equity when making decisions
- helping to remove any barriers people face to progression
- to create an inclusive team culture

What you can expect from us:

- fair and objective employment practices, free from bias
- to be treated fairly, equally and with respect at every stage of your career
- to work free from harassment, bullying, discrimination, or unwanted behaviour irrespective of gender, race, disability, age, nationality, marital status, caring responsibilities, sexual orientation or political or religious beliefs
- a zero-tolerance approach to discrimination in line with our Disciplinary Policy
- that everyone here has the same opportunities to achieve their potential and contribute to our success
- to be listened to and have opportunities to voice opinions, share ideas and support the Company's Diversity & Inclusion strategy
- opportunities to learn about diversity and inclusion through ongoing training and development

What you should do if you feel like you are being discriminated against

- if you feel comfortable to, you should let the person or people know that you find their behaviour unacceptable
- if you want some help, support or advice in relation to speaking to the person or people, or advice on what your alternative steps are, you should speak to your line manager or an alternative manager if you feel you are unable to speak with your line manager
- you can also contact the People Support team, your HR Partner or another member of the People team
- if you feel you can't talk to the other person (even with support) or you've tried talking to them but their behaviour has continued - you can take formal action using our grievance policy or via our confidential Speak Up mailbox via our Whistleblowing Policy

If you need further support

If you have any questions about Diversity & Inclusion at Simplyhealth or have experienced inappropriate behaviour or unfair treatment, please speak to your own or another manager, or alternatively contact someone within the people team.

You can reach our People Support team through the Jira platform. We also have an Employee Assistance Programme (EAP) who can provide you with support as well as our internal Mental Health First Aiders.