

Diversity Policy



Author

Reward & Policy Manager

Owner

Chief People Officer

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**Motability
Operations**

1. Introduction

Here at Motability Operations (MO), we want to encourage a work environment where employees feel valued and free to be their authentic selves. We have much to learn and gain from diverse cultures and perspectives and believe that diversity will make MO more effective in providing an exceptional service to our customers.

The aim of this policy is to ensure that no person receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. It seeks also to ensure that no person is victimised or subjected to any form of bullying or harassment.

The terms equality, inclusion, diversity and equity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. 'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. 'Diversity' means the celebration of individual differences amongst the workforce. 'Equity' means recognising barriers and that some groups are more advantaged than others, and putting measures in place to eliminate these barriers, ensuring equal opportunities for all. We will actively support diversity, equity and inclusion and ensure that our workforce is valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

This policy applies to all employees, temporary staff, consultants, contractors, and third parties accessing Motability Operations physical infrastructure, information systems or information. It applies to all areas of employment including recruitment, selection, training, deployment, career development, and promotion. These areas are monitored and policies and practices are amended if necessary to ensure that no unfair or unlawful discrimination, intentional, unintentional, direct or indirect, overt or latent exists.

To help monitor the diversity of our processes and ensure fair treatment we collate diversity information through a variety of methods including application forms and through myHR.

2. Recruitment and selection

At MO valuing diversity is fundamental to attracting and retaining the most talented people and to achieving a culture that reflects our company values.

To support this intention, we use objective methods to recruit and select our employees. These methods place greater emphasis on individual skills and less on formal qualifications, enabling individuals to demonstrate their ability to do the job whilst ensuring we stay in line with our regulatory obligations and safeguarding responsibilities, and treat all applicants fairly.

All role profiles contain 'essential skills' and 'minimum criteria'. The 'essential skills' (from which selection criteria are derived) are regularly reviewed by HR to ensure that they are justifiable on non-discriminatory grounds as being critical for the effective performance of the job. Any applicant with a disability that meets the 'minimum criteria' for our vacancies will be guaranteed an interview.

Where roles are subject to standard or enhanced Disclosure and Barring Service (DBS) checks, this will be clearly stated in the job description and during the recruitment process.

In our recruitment processes, we aim to ensure that more than one individual is involved in the selection process. Those that are involved in this process are given the opportunity to participate in management and recruitment training.

In relation to advertising vacancies we;

- Share internal vacancies on our intranet (MOConnect)
- Continually work to ensure that recruitment agencies are aware of the Company's commitment to diversity and that they operate accordingly.

3. Training and Development

To broaden our employees understanding and celebrate differences amongst our employees, all new employees attend 'Valuing Differences' training as part of their onboarding.

All employees have access to an Inclusion toolkit via myLearn, which has been designed to help everyone to their bit to help others feel included. In addition, all employees have equal access to development, relevant training and promotion opportunities.

All leaders have access to coaching from HR in managing employees, for example on performance management that is consistent with our diversity principles.

To support the progression of specific groups within the organisation, we run tailored training programmes. More information about these training courses can be found on myLearn.

4. Reporting concerns

Motability Operations encourages open, fair, courteous and non-discriminatory conduct from all its employees. However, Motability Operations recognises that discrimination exists in various forms and can undermine our commitment to diversity in all areas of work.

The HR team can provide guidance to employees and leaders on diversity issues.

Employees who feel they are experiencing discrimination should consult the Grievance or Bullying & Harassment Policies on MOConnect.

5. Breach of Policy

Any employee found to be in breach of this Policy may be subject to the disciplinary action and /or dismissal, Motability Operations reserves the right to take appropriate action against any third party, including but not limited to the removal of them from the premises and/or termination of any contractual arrangement.

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Addressing Inappropriate Behaviour

If you feel you are experiencing discrimination or inappropriate behaviour, you should direct concerns to your leader or to your leader's leader, where the complaint is against your leader.

The following behaviour is inappropriate at Motability Operations:

Direct discrimination: This occurs when an individual is treated less favourably than others in similar circumstances because of their defining characteristics, such as race, sex, marital status, age, religion, disability, sexual orientation or gender reassignment.

Indirect discrimination: This occurs where an act, decision, policy or practice which is not intended to treat anyone less favourably, does in practice disadvantage a group of people with one or more defining characteristics, such as race, sex, marital status, age, religion, disability, sexual orientation or gender reassignment

Harassment: This occurs when a person is subject to abuse, hostile behaviour or other unwanted conduct.

Victimisation: This occurs when an individual is maltreated, discriminated against or attacked. This could be because he or she has made a complaint of discrimination under legislation or internal policy or procedure. It can also happen when an individual is treated less favourably if he or she has given evidence or information to such proceedings.

6. Additional support and information

There are a number of other policies on MOConnect which you may find helpful:

- Reasonable Adjustments Policy
- Sickness Absence Policy
- Time Away from Work Policy
- Diversity Policy
- Flexible Working Policy
- Bullying and harassment policy
- Grievance Policy
- Disciplinary Policy

The HR Service Centre can provide further guidance to employees and managers on how to apply this policy.



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