

# WHITBREAD

## Equal Opportunities Policy

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### 1. Introduction

We aim to create a great and inclusive place to work for our people, and are committed to an active policy of equal opportunities and embracing diversity throughout employment. This is essential to how we do business, and in line with our Company values and our Global People Principles.

This means that all decisions relating to you, and every employee within Whitbread, will be made objectively, free from preconceived ideas, and solely upon work measures and personal merit.

We are dedicated to ensuring that every employee, whenever they work, is treated in a fair and unbiased way and this Policy is designed to set out the Company's expectations of you, the team who work with you, and your managers.

### 2. What we mean by Equal Opportunities and Managing Diversity

Equal opportunities mean exactly that - all employees at Whitbread can expect equality (fairness) of opportunities.

Managing Diversity is used as an expression for recognising and accepting people's differences. Understanding each other and moving beyond simple tolerance enables us to consider and maximise the added value which those differences can bring.

### 3. Unlawful discrimination explained

There are some specific personal characteristics which are legally protected. This means it is unlawful to single out one person (or a group of people) for detrimental treatment, solely because they have (or you think they have) one or more of these characteristics.

It is also unlawful to implement rules that result in someone from a protected group being put at an unfair disadvantage, even if it was not intended to be discriminatory.

These protected characteristics are explained in more detail in the table below.

Protected Characteristic	Explanation
Sex/Gender	Sexism is a form of discrimination based on a person's gender with attitudes being based on traditional stereotypes of sexes
Sexual orientation	Homophobia is the term commonly used to describe an attitude of dislike for people who have romantic relationships with other individuals of the same sex
Gender reassignment	As soon as someone notifies you they are considering a sex change, they are protected from any discrimination as a result of this

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Protected Characteristic	Explanation
Race (inc' ethnicity and cultural heritage)	Racism is the belief that one race is inherently better than another (or all others) and includes making judgements on the basis of someone's colour, nationality or ethnic origin
Religion or Belief	Religious discrimination is unfair treatment because of someone's religious practises The unfair treatment of someone who has different beliefs to you i.e. politics or an animal rights campaigners
Marriage or civil partnership	Treating someone differently because they are married or in a civil partnership as opposed to being single
Age	Ageism is stereotyping - assuming someone will behave in a certain way because of their age, and treating them unfairly because of it (i.e. assuming that a young worker won't care as much about their job as an older worker would)
Disability	Disability discrimination is the second-class treatment of individuals living with physical, mental and/or emotional disabilities. If you think that you might need reasonable adjustments in your role, please refer to the <a href="#">Disability Awareness Policy</a>
Pregnancy and maternity	Treating someone less favourably because they are pregnant or on maternity leave (i.e. not allowing them to apply for a promotion)

All of the examples above are sadly still evident in our world today but within work, it is both inappropriate and, in many situations, illegal.

There is also protective legislation covering: -

- People who have spent (expired) criminal convictions
- Members of Trade Unions
- Part-time workers
- Fixed-term workers

Even though these are the groups protected by law, it's not exhaustive and Whitbread firmly believes that all people should be treated similarly, unhampered by artificial barriers or prejudices or preferences. What we mean by this is that: -

- We act fairly and make reasonable decisions, for example, opportunities for progression are open to everybody interested, to ensure all team members have an equal chance to compete and develop (within the framework of established rules) and we will always appoint jobs to those most qualified for the role i.e. the person who is most likely to perform best
- We do not make assumptions about our people, based on narrow-minded preconceived ideas
- We will respect your beliefs and who you associate with outside of work
- We stand by our values, and will take all necessary steps to protect the dignity and wellbeing of our employees. Any form of bullying, discrimination, harassment or victimisation will not be tolerated

## **Bullying**

Bullying, harassment and victimisation are harmful! It can cause stress and can lead to accidents, illness and poor performance. We define bullying as: -

- Offensive, intimidating malicious or insulting behaviour
- An abuse or misuse of power intended to undermine, humiliate or injure or degrade

People can be subjected to bullying verbally i.e. rude comments, jokes, offensive pestering, threatening conduct (including via any social media - email, text's Facebook etc) or physically.

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It is important to note that incentive schemes, managing performance and constructive feedback do not constitute as bullying in themselves. If this is handled in line with Company rules/policies then it's normal, and part of day to day management.

## Harassment

If you harass someone, on the basis of a protected characteristic, you are breaking the law! Harassment is defined as unwanted conduct affecting the dignity of a person, and can be persistent or a one-off isolated incident, for example: -

- Making innuendo's
- Teasing/jokes
- Uninvited disparaging or disrespectful comments
- Unwelcome touching of a personal nature

Teamwork and having fun with your colleagues is an important part of how we work at Whitbread, and clearly this means that some enjoyment will naturally come from the joking which exists between colleagues who become friends. However, you must be careful not to cross the line between such banter and harassment, as harassment, in any form, has no place in this Company.

You have the right to be treated respectfully, as does every other team member and this includes by ex-employees, outside contractors and members of the public, even if they are guests or customers.

## Victimisation

Victimisation is unfair treatment towards a person because they: -

- Complained about discrimination or harassment
- Helped some other person who is making such a claim e.g. by providing evidence

Victimisation is entirely offensive behaviour which can have a profound effect upon the working environment and lead to a reluctance from others to report acts of discrimination or harassment. It can take many forms i.e. ignoring someone or threatening them, but all are unacceptable.

## 4. What you need to do

We expect all Team Members and Managers to develop constructive, mutually respectful working environments, working together and embracing diversity.

You need to ensure that your actions are not discriminatory and, as Whitbread values integrity and open dialogue, if you see anyone acting in a discriminatory way you must report it to your line manager.

## Raising concerns

We take all issues of this nature raised very seriously, if you believe you are being treated differently to other team members or being harassed by customers or suppliers: -

- Don't ignore the issues
- Consider whether the problem can be resolved by speaking with the person directly
- Talk to your line manager
- Read the [Grievance Policy](#) for steps on how to take positive action to resolve the situation
- If you would like to talk to someone outside the Company, call Hospitality Action, a free and confidential counselling service/information and advice helpline - available 24 hours a day, 7 days a week to all employees and any family they live with - 0808 802 2111

If we believe that any member of Whitbread's team members have been bullying, harassing or victimising a colleague, this may be regarded as gross misconduct under Company's [Disciplinary Policy](#). Likewise, for line managers who have witnessed (or are aware of) any form of discriminatory treatment, and haven't taken positive action.

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## 5. Your Line Manager's responsibilities

We have an uncompromising commitment to equal opportunities, which means your line managers have received training to ensure they understand unlawful discrimination and how to resolve such matters. Your line manager has a duty of care towards you, and to ensure equal treatment of the people who report into them. Decisions, such as: -

- Recruitment
- Promotion prospects
- Holiday requests
- Shift patterns
- Tasks at work
- Training opportunities

will be made carefully and with discretion on justifiable, objective criteria.

## 6. Monitoring

We monitor the diversity of our employees, and any information provided to us is treated as strictly confidential and managed in line with the Company's [Data Protection Policy](#).