

Calteq Limited is committed to ensuring that it provides equal opportunities in all aspects of its activities.

No member of staff or client will be discriminated against on the grounds of colour, race, sex, ethnic origins, religious or political beliefs, sexuality, marital and parental status, age or disability.

The Company's Equal Opportunities Policy will be reviewed and amended annually to keep pace with legislation and accepted codes of practice, and to ensure 'best practice' at all times.

Some of the acts which affect equal opportunities are:

- The Race Relations Act 1976
- The Sex Discrimination Acts of 1976 and 1986
- Disability Discrimination Act 1995
- Employment Act 2002

This policy means that there should be no:

- Harassment
- Direct or Indirect Discrimination
- or Victimisation.

Direct Discrimination

Treating a person on the grounds set out above less favourably than others might be treated in the same circumstances.

Indirect Discrimination

Applying a requirement or condition which, whether intentionally or not, has an adverse affect on a member of particular group/ groups.

Victimisation

Treating a person less favourably than other because he/she has exercised his/her rights under this policy or the relevant legislation.

Harassment

Any behaviour, deliberate or offensive, which is unwanted, unwelcome, found to be offensive, upsetting or embarrassing to the recipient, and which might threaten a member of staff's security or create an intimidating environment.

Sexual Harassment

No customer or member of staff should be subjected to sexual harassment. This is interpreted as unwanted behaviour of a sexual nature, and includes:

- Verbal sexual abuse.
- Physical contact.
- Persistent sexual remarks.

Use of Language

Staff will avoid, and challenge, the use of language which, in any way, belittles:

- Disabled groups and /or individuals with special needs.
- Any race, culture or religion.
- A person's sexual orientation.
- Women and/or men.

Complaints Procedure

If any customer or member of staff feels that they have been, or are being, discriminated against in any way, they are entitled to pursue the matter with the Directors of Calteq Limited.

It is the decision of each individual as to what constitutes harassment and whether to proceed with a formal complaint.

It is the responsibility of the Directors of Calteq Limited to investigate all formal complaints of discrimination, victimisation or harassment.



How to contact us

Please contact our Customer Service Team (From 8am until 5pm Monday-Friday)

☎ 0808 146 7000 ✉ customerservices@calteq.co.uk

Calteq Limited, 7 The Lanterns, Melbourn Street, Royston, Herts, SG8 7BX

🌐 www.calteq.co.uk