



The Callver Group Ltd

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Equality & Diversity:

The Callver Group Ltd T/A The Callver Cleaning Co

2025- 2026

Equality & Diversity Policy

*The Callver Group Ltd – trading as The Callver Cleaning Co and The Callver Washroom Co
Affectionately known as Team Callver*

Our Commitment

At **Team Callver**, we believe in a culture where **everyone is welcome, respected, and supported**. As an employer, service provider, and community partner, we uphold our responsibilities under the **Equality Act 2010** and are committed to **fairness, dignity and opportunity for all**.

This policy isn't just about ticking boxes – it's about fostering a genuinely inclusive environment where people can thrive, be themselves, and feel safe from discrimination in all its forms.

Our Promise

We will not tolerate discrimination, harassment or victimisation on the grounds of:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race (including colour, nationality, and ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation

Whether you're an employee, customer, supplier or visitor, you can expect to be treated **fairly, equally and respectfully**.

What This Means in Practice

We ensure that decisions around recruitment, training, pay, promotions, and how we deliver services are made based on **merit, capability, and fairness** – not bias or assumption.

We aim to:

- Provide equal opportunities in all areas of employment
- Remove barriers that unfairly disadvantage people
- Act positively to address historic underrepresentation
- Respond quickly to reports of discrimination or exclusion

Types of Discrimination We Oppose

We actively work to eliminate:

- **Direct discrimination:** treating someone less favourably because of a protected characteristic.
- **Indirect discrimination:** applying rules or practices that disadvantage certain groups unfairly.
- **Harassment:** unwanted behaviour that violates someone's dignity or creates a hostile environment.
- **Victimisation:** treating someone unfairly because they raised or supported a concern.

Supporting Inclusion

We understand that **equality doesn't always mean treating everyone the same**. Sometimes, people need reasonable adjustments to ensure they can participate fully. We support this by:

- Making adaptations for disability and health conditions
- Promoting mental wellbeing and flexibility
- Encouraging diverse perspectives and lived experiences

Everyone's Responsibility

Inclusion is everyone's job. Whether you're a team member, line manager, subcontractor, or customer, we all have a role in creating a respectful and inclusive space.

If anyone feels they've been treated unfairly or witnessed discrimination, we encourage speaking up. We take all concerns seriously and handle them in line with our grievance or complaints procedures.

Reviewing and Improving

We regularly review our policy, staff training, and company culture to make sure we keep evolving and improving. Feedback is always welcome.

If you have any questions or want to raise a concern, you can email team@callver.com in confidence.

The Callver Group Ltd

Registered in England and Wales

The Callver Cleaning Co & The Callver Washroom Co

