

# Equal Opportunities And Diversity Policy

quest  
employment

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## 1. Policy Statement

Quest Employment embraces diversity and aims to promote the benefits of diversity in all of its business activities. We seek to develop a business culture that reflects that belief. We will seek to use inclusive recruitment practices and media in order to support a diverse workforce and candidate base, and we will encourage our clients to support lawful and inclusive recruitment practices.

Quest Employment is committed to equality, diversity and inclusion and will promote these principles for employees, workers, Agency Workers, contractors, applicants and others engaged by or through Quest. We will continuously review our recruitment and working practices to avoid unlawful discrimination.

Quest Employment will treat everyone equally and will not unlawfully discriminate on the grounds of any protected characteristic under the Equality Act 2010, namely age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. We will not discriminate on the grounds of an individual's membership or non-membership of a trade union.

All staff have an obligation to respect and comply with this policy. Quest Employment is committed to providing equality, diversity and inclusion training to its staff and to avoiding unnecessary requirements which would exclude a disproportionate number of individuals from a role.

Quest Employment will not discriminate unlawfully when deciding which candidate, worker or Agency Worker is submitted for a vacancy or Assignment, or in relation to the terms on which services, employment, engagement or Assignments are offered. Each individual will be assessed according to their merits, qualifications and ability to perform the relevant duties of the role.

## 2. Scope

This policy applies, where relevant, to employees, workers, Agency Workers, contractors, applicants and other individuals engaged by or through Quest.

Where this policy is applied to an Agency Worker, contractor or other non-employee, references to employment, employee, manager, dismissal, grievance or similar terminology should, where the context requires, be read respectively as references to engagement, individual, relevant Quest contact, termination of engagement and/or Assignment, complaints process, or other equivalent process appropriate to the individual's status.

Nothing in this policy is intended to create employee status where none exists.

## 3. Direct Discrimination

Direct discrimination occurs when an individual is treated less favourably because of a protected characteristic. Treating someone less favourably means treating them worse than another person because of that protected characteristic.

It is unlawful for a recruitment business to discriminate against a person on the grounds of a protected characteristic:

- in the terms on which it offers to provide services
- by refusing or deliberately omitting to provide services
- in the way it provides its services

Direct discrimination can occur even where the individual does not themselves have the protected characteristic but is treated less favourably because they are perceived to have it or are associated with someone who has it.

Direct discrimination may also occur if Quest accepts and acts upon instructions from a client that certain persons are unacceptable because of a protected characteristic, unless a lawful exception applies. Where an occupational requirement is said to apply, the client must show that applying that requirement is a proportionate means of achieving a legitimate aim.

#### 4. Indirect Discrimination

Indirect discrimination occurs when a provision, criterion or practice is applied which places people who share a protected characteristic at a particular disadvantage compared with those who do not share it, unless the provision, criterion or practice can be objectively justified.

Indirect discrimination may also occur if Quest accepts and acts upon an indirectly discriminatory instruction from a client.

If a vacancy requirement amounts to an occupational requirement, or if a client seeks to justify a potentially discriminatory requirement, Quest will not proceed unless the client provides written confirmation of the lawful basis relied upon.

Quest will use best endeavours to comply with the Equality Act 2010 and will not knowingly accept instructions from clients that would result in unlawful discrimination.

#### 5. Harassment

Harassment is unwanted conduct related to a protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. This includes unwanted conduct of a sexual nature.

Quest Employment is committed to providing a working environment free from unlawful harassment. Examples of prohibited harassment include:

1. verbal or written conduct containing derogatory jokes or comments
2. slurs or unwanted sexual advances
3. visual conduct such as derogatory or sexually oriented posters
4. photographs, cartoons, drawings or gestures which may cause offence
5. physical conduct such as assault, unwanted touching, or interference because of sex, race or another protected characteristic
6. threats or demands to submit to sexual requests as a condition of continued engagement, employment, Assignment or to avoid some other detriment, and offers of benefits in return for sexual favours
7. retaliation for reporting or threatening to report harassment

If an individual believes they have been subjected to unlawful harassment, they should report the matter as soon as possible to an appropriate Quest contact. A written complaint should be provided where possible, including:

- details of the incident
- the name or names of the individual or individuals involved

- the name or names of any witnesses

Quest will undertake a thorough investigation of the allegations. If harassment is found to have occurred, appropriate remedial action will be taken.

All employees, workers, Agency Workers and contractors are expected to comply with this policy. Any breach may result in disciplinary action where applicable, removal from Assignment, termination of engagement, employment and/or Assignment, or other appropriate action.

## 6. Victimisation

Victimisation occurs when an individual is treated unfavourably because they have done a protected act, such as bringing a discrimination complaint, raising a grievance or complaint about discrimination, or giving evidence in connection with such a complaint.

Quest Employment will not victimise any individual for raising or supporting a genuine complaint under this policy.

## 7. Disability and Reasonable Adjustments

Quest Employment will not discriminate against a disabled person and will consider reasonable adjustments where required by law.

In recruitment and selection, reasonable adjustments may include:

- modifying testing and assessment procedures
- meeting the candidate at alternative premises which are more accessible
- flexibility in interview timing
- modifying application procedures and forms
- providing a reader, interpreter or other appropriate support

Quest will not discriminate against a disabled person:

- in the arrangements made for recruitment or selection
- in the terms on which employment or engagement is offered
- by refusing to offer work, employment or engagement for reasons connected with disability where unlawful to do so
- by denying opportunities, benefits or access without lawful reason
- by subjecting the person to any other detriment, including harassment

Quest will make career opportunities available to all people with disabilities and will make practical efforts to support staff, candidates and clients where appropriate.

## 8. Age Discrimination

Quest Employment will not unlawfully discriminate directly or indirectly, harass or victimise any person because of age. We will encourage clients not to include age criteria in job specifications unless lawfully justified, and we will encourage recruitment based on skills, competence and suitability.

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Where Quest requests age or date of birth information, it will be collected only where lawful and relevant, including for compliance, safeguarding, equality monitoring or other legitimate purposes.

## 9. Part-Time Workers

Quest recognises that part-time employees, workers and Agency Workers should not be treated less favourably than comparable full-time individuals without lawful justification. Where rights arise on a pro rata basis or depend on legal status, entitlement will be applied in accordance with the relevant legislation and contractual arrangements.

## 10. Gender Reassignment

Quest Employment recognises that an employee, worker or Agency Worker may be undergoing, proposing to undergo, or have undergone gender reassignment. Quest will support affected individuals and will make every effort to protect them from discrimination, harassment or victimisation.

Any individual who believes they have been subjected to discrimination on the grounds of gender reassignment should raise the matter through the appropriate grievance, complaints or reporting procedure, as applicable to their status.

## 11. Recruitment of Ex-Offenders

Where Quest Employment is registered with the Disclosure and Barring Service and is entitled to carry out criminal record checks, it will comply with the DBS Code of Practice, including maintaining an appropriate policy on the recruitment of ex-offenders.

## 12. Complaints and Monitoring

Quest Employment has procedures in place for monitoring compliance with this policy and for dealing with complaints of discrimination. These procedures will be made available on request. Any complaint of discrimination will be investigated appropriately and as fully as circumstances require.

This document is effective from:

23<sup>rd</sup> March 2026

This document is approved by:

Jim Bluck, Chief Commercial Officer



For questions or queries about this document, contact: [Jim.Bluck@questemployment.co.uk](mailto:Jim.Bluck@questemployment.co.uk)