

# MAID2CLEAN

## **Maid2Clean Discrimination Policy – Updated April 2018**

### **1.Introduction**

Maid2Clean is committed to providing high quality service, for clients based on fairness and equality.

This Equalities Policy formalises our commitment to quality, effectiveness and efficiency underpinned by equality for users of our services and the cleaners who deliver them. This document represents our Equalities and Anti-Discrimination Policy in full as well as restating our long standing commitment to high quality services provided on the basis of fairness and equality.

### **2. What is discrimination? MAID2CLEAN (FRANCHISE) LIMITED & ALL LOCAL FRANCHISED OPERATIONS**

To discriminate is to treat a person more or less favourably on the basis of colour, nationality or ethnic origin, religion, culture, gender, marital, parental or property status, disability, age, sexuality, or other such category that is irrelevant to the individual's right to receive fair and equal treatment. It is generally recognised that discrimination can occur in many ways.

Discrimination on the basis of race, nationality, age, colour, ethnic origin, gender marital status and disability is unlawful. Discrimination can also be direct or indirect. Direct discrimination is deliberate. Indirect discrimination is where an act or failure to act, whether with intent or inadvertently, has a disproportionate impact on a particular group.

### **3. Statement of Intent**

At Maid2Clean we are committed to ensuring equality in the services we provide and in the way we register cleaners. The company wants to make sure that everyone is treated fairly, regardless of gender, race, disability, ethnic origin, marital status, age, religion, parental or property status or sexuality.

Our Visions and Values

Setting objectives, targets and goals:

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Maid2clean will comply fully with the requirements of all relevant Equalities and Anti-Discrimination legislation.

## **4. Maid2clean as a Service provider**

Our commitments to you

We will:

Avoid discrimination when developing and delivering services.

Ensure equality when dealing with your complaints, comments and compliments.

## **5. Maid2clean as an Introducer**

We will maintain an environment where no individual is subject to discrimination or harassment on the grounds of race, colour, ethnic origin, nationality, gender, disability or marital status and on the non statutory grounds of religion, culture, age, (subject to normal retirement practises), parental or property status and sexuality. Maid2Clean is committed to a policy of equality both in the work place and when recruiting, selecting and promoting employees.

## **6. Our commitments to you: MAID2CLEAN (FRANCHISE) LIMITED & ALL LOCAL FRANCHISED OPERATIONS**

To ensure Maid2Clean maintains equalities for applicants and employees in the workplace we have made the following commitments:

We will:

- Monitor recruitment procedures to ensure they are fair and meet the needs of our clients.
- Ensure Franchisees are fully aware of our Equalities Policy, what it means for them and what responsibilities it entails.
- Ensure new Franchisees are briefed on the Equalities Policy at their induction.
- We will maintain records of the following:
  - Advertisements for vacancies by date advertised.

## **7. Communicating the Equalities Policy**

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All new Franchisees will be informed of this policy during induction.

### **8. Responsibility for the Equalities Policy**

(a) All Franchisees and others who work on their behalf have a duty to carry out the requirements and responsibilities outlined in this policy.

(b) which he/she knows or ought to know amounts to harassment of the other”.

Section 8 defines “harassment” as including a “course of conduct” causing alarm or distress and states that this must involve conduct of this nature on at least two occasions.