Equality, Diversity & Inclusion Policy

Creating an Inclusive and Respectful Workplace

Issue Date: July 2026

Purpose

Vocosa is committed to creating an inclusive, respectful and equitable working environment where everyone is treated with dignity and respect. We believe that embracing diversity strengthens our business, encourages innovation and enables us to deliver the highest standards of service to our customers.

This policy sets out our commitment to promoting equality, preventing discrimination and fostering an inclusive culture for employees, contractors, customers, suppliers and all those who interact with our business.

Scope

This policy applies to all aspects of Vocosa's operations, including recruitment, employment, training, career development, promotion, remuneration, procurement and the delivery of our services.

It applies to all employees, contractors, agency workers, applicants, customers, suppliers and other individuals working with or on behalf of Vocosa.

Our Commitment

Vocosa is committed to:

- Promoting equality, diversity and inclusion throughout our business.
- Providing a workplace free from discrimination, harassment, bullying and victimisation.
- Ensuring employment decisions are based on merit, skills, qualifications and business needs.
- Creating an environment where everyone is treated fairly and with respect.
- Encouraging diversity of thought, experience and background.
- Complying with all applicable equality and employment legislation.

Equality in Practice

Vocosa is committed to providing equal opportunities throughout the employment lifecycle, including:

- Recruitment and selection.
- Training and professional development.
- Promotion and career progression.
- Pay and benefits.
- Flexible working where appropriate.
- Performance management.
- Termination of employment.

Employment decisions will never be influenced by unlawful discrimination.

Protected Characteristics

Vocosa does not tolerate discrimination on the grounds of any protected characteristic under the Equality Act 2010, including:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.

Reasonable Adjustments

Vocosa is committed to supporting employees and job applicants with disabilities by making reasonable adjustments where appropriate.

Adjustments will be considered on an individual basis to remove or reduce barriers and enable individuals to participate fully in recruitment and employment.

Positive Action

Where permitted by law, Vocosa may take positive action to encourage applications from under-represented groups or to address disadvantages experienced by individuals with protected characteristics.

Any positive action will be proportionate, evidence-based and implemented in accordance with the Equality Act 2010.

Responsibilities

Creating an inclusive workplace is a shared responsibility.

Vocosa expects everyone working for or on behalf of the Company to:

- Treat others with dignity, courtesy and respect.
- Promote an inclusive working environment.
- Challenge and report inappropriate behaviour.
- Comply with this policy and applicable legislation.

Monitoring & Continuous Improvement

Vocosa is committed to continually reviewing its equality, diversity and inclusion practices to ensure they remain effective and aligned with current legislation and best practice.

We will continue to promote awareness, provide appropriate training and encourage open dialogue to support an inclusive and respectful workplace.