



**NOVA  
HEALTHCARE  
SERVICES**

# **Equality and Diversity Policy**



Nova Healthcare Services Ltd. is committed to being an equal opportunity and diverse organization. All matters related to employment with the company are decided on the basis of qualifications, merit, and business needs. The company will not tolerate discrimination on the basis of race, religion or belief, gender, sexual orientation, disability, marital or civil partnership status, gender reassignment, age, pregnancy and maternity, Trade Union membership, ethnic or national origin, or because they are a part-time worker or a full-time employee.

This policy applies to all Nova HCS colleagues, as well as clients, job applications, students, and suppliers. It does not form part of a colleague's terms and conditions of employment and may be varied, withdrawn, or replaced by the company at any time. The company reserves the right to depart from the policy in appropriate circumstances, in line with UK legislation and best practice guidelines.

The purpose of this policy is to set out the steps which the company takes, and which it requires its colleagues to take, to prevent discrimination and to promote fair and unbiased behaviors.

- **Principles**

- Nova HCS aims to create a respectful and dignified environment for its colleagues and associated workers. Any disrespectful behavior that causes distress will be subject to disciplinary action.
- We will not tolerate discrimination on the grounds of race, religion or belief, gender, sexual orientation, disability, marital or civil partnership status, gender reassignment, age or pregnancy and maternity, Trade Union membership, color, ethnic or national origin, or because they are a part-time worker or a full-time colleague.
- Any colleague who is found to discriminate on any of the above grounds will be subject to disciplinary action according to the organization's disciplinary procedure. In serious cases, such behavior will be deemed to constitute gross misconduct.
- Any colleague may use the grievance procedure to complain about discriminatory conduct or victimization. No individual will be penalized for raising such a grievance unless it is made from malice, in which case the disciplinary procedure may be invoked.



## ● Forms Of Discrimination

- Direct Discrimination — consists of treating a person less favorably on the grounds of age, disability, ethnic origin, gender, marital status, nationality, religious belief, or sexual orientation, than others are or would be treated in the same or similar circumstances (for example, rejecting a job applicant on the grounds that, due to their race, they will not “fit in”).
- Indirect Discrimination — consists of applying a requirement or condition that, although applied equally to all individuals, is such that a considerably smaller proportion of individuals of a particular group can comply with it and it cannot be shown to be justified on other grounds.
- Associative Discrimination — whereby someone experiences direct discrimination because they are associated with another person with a protected characteristic, even though they themselves do not hold that characteristic.
- Perception Discrimination — whereby direct discrimination occurs against an individual based on the perception that they have a particular protected characteristic even if they do not.
- Harassment — occurs when there is unwanted conduct, related to one of the protected characteristics that has the purpose or effect of either violating one’s dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment. It does not matter whether or not this effect was intended by the person responsible for the conduct.
- Third-Party Harassment — is when a colleague complains of harassment by a third party (customer or client) who is not an employee of the company.
- Victimization — consists of giving a person less favorable treatment than others in the same circumstances because of; their personal circumstances; it is suspected or known that they have brought proceedings under legislation relating to discrimination; they have given evidence or information relating to such proceedings; or they have alleged that discrimination has occurred.

## ● Responsibility

It is the responsibility of everyone to act in a way that upholds the equality and diversity policy and to challenge or report non-compliance. All managers must be aware of the behaviors of their team and are responsible for ensuring that their team members act in a non-discriminatory manner. All managers and supervisors, particularly those, who are responsible for selecting training or allocating work must



lead by example and ensure that no discrimination takes place, either directly or indirectly.

- **Recruitment And Selection**

- The company will not use recruitment methods that exclude or disproportionately reduce the numbers of applicants of any of the groups mentioned within the principles section of this policy.
- Recruitment methods may vary according to the needs of the role and the required level of response, but predominantly the company will use job boards and employee referral schemes.
- Job titles and job content will be presented without bias toward gender or race.
- All applications will be given equal consideration based on job-specific criteria.
- All applicants for the same job will be subject to the same process and aptitude tests. Adjustments will be made if necessary for applicants to complete these.
- Only those qualifications and skills that are applicable to the job will be used as criteria for selection. They may include educational and professional qualifications (or international equivalents), necessary experience (as long as it does not exclude candidates of certain age groups), the ability to conduct business in reasonable English, and physical abilities.
- All requirements for educational and professional qualifications will be valid and job-related, and overseas degrees and diplomas are deemed equivalent to the UK qualification.

- **Terms of Appointment**

Salaries will be reviewed annually to ensure that there is equal pay for equal work or work of equal value. Salary increases will be made on the ability and value of the work to the company, and the same rules followed in all cases. The annual salary review under this policy will not always result in a salary increase — the purpose of this review is to ensure parity.

- **Duration of Employment**

It is the company's aim to comply with eliminating discrimination in the field of employment against disabled persons or persons who have had a disability. Where any existing colleague or job applicant has a disability or would be at a substantial disadvantage in performing the relevant job because of the working arrangements or



physical environment, the company will consider making reasonable adjustments to the working arrangements. Various factors, including practicality and costs, will be considered. Such adjustments might include:

- Making reasonable adjustments to premises.
- Allocating some of the disabled person's duties to another person.
- Transferring the disabled employee to fill an existing vacancy.
- Altering the employee's working hours.
- Assigning the employee to a different place of work.
- Allowing absence during working hours for rehabilitation, assessment, or treatment.
- Giving training.
- Acquiring or modifying equipment.
- Modifying instructions or reference manuals.
- Modifying procedures for testing or assessment.

Where reasonably practicable, such adjustments will be made. However, there may be circumstances where it would not be reasonably practicable to accommodate changes and where less favorable treatment may be justified in accordance with the statutory provisions.

The company will ensure that persons in part-time employment are treated no less favorably than persons in full-time employment.

### ● **Training And Development**

- Training opportunities will be made available to all colleagues.
- Part-time employees will have the same opportunities as full-time colleagues.
- Fixed-term colleagues will have the same opportunities as permanent colleagues.
- Assistance with further education may be provided to colleagues, where a course can be shown to be of benefit to the company as well as to the individual and within the training budget.
- Training courses and materials will be free from bias or prejudice.
- Performance appraisals will use objective criteria that are neither directly nor indirectly discriminatory.



- The company will have regular performance reviews and informal meetings to identify individuals who may be under-utilizing their skills and qualifications, identify training needs, and develop their potential regardless of operating level.
- Selection of colleagues for promotion is based on ability and merit, and criteria such as total length of service, which may be indirectly discriminatory, will be avoided.

- **Monitoring**

For the purpose of equality and diversity monitoring, the company will maintain information relating to colleagues' age, disability, ethnic origin, gender, and nationality. This information will be used solely for monitoring purposes and kept confidential and access to these records will be restricted.

Recruitment records, including information on decisions in respect of short-listing and appointments, are kept in sufficient detail to enable the company to ensure that its equality and diversity policy is being properly implemented in the area of recruitment.

- **Termination of Employment**

The company will monitor redundancy criteria and procedures to ensure that they are fair and objective and do not directly or indirectly discriminate against colleagues. The company will ensure that disciplinary procedures are carried out fairly and uniformly for all colleagues, whether they result in the giving of disciplinary warnings or some other sanction.

- **Breaches of This Policy**

- If a colleague believes that they have been discriminated against on any of the grounds given, they should raise the matter through the company's complaints and concerns policy.
- Should a colleague believe that they have been victimized or harassed on any of the above grounds, they are encouraged to raise the matter through the company's whistleblower protection policy.
- Colleagues who raise an issue under this policy in good faith will not be treated less favorably as a result. Any allegation which has been made in bad faith however will be dealt with under the company's disciplinary policy.



- Any colleague found to have been in breach of this policy will be dealt with under the disciplinary policy. In serious cases, such behavior may amount to gross misconduct and lead to summary dismissal.

For any questions or concerns related to this policy, please contact [admin@novahc.co.uk](mailto:admin@novahc.co.uk)

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