

# THE LANGHAM

LONDON

## Policy and Procedure

Subject: Diversity and Inclusion Policy	Department: Human Resources	Date Issued: 21 <sup>st</sup> November 2023
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### Policy Statement

Our organisation is made up of brilliant people. Each of us is unique, whether in terms of our background, personal characteristics, experience, skills or motivations. And we value our people for the differences they bring to the table. These differences - this diversity - is powerful. Fostering an inclusive culture helps each of us to benefit from a wider range of these different perspectives, experiences and skills. We believe that this creates a happier, more productive working environment for us all.

This Policy is applicable to all colleagues (permanent, on call and agency) and we are all responsible for the promotion and advancement of it. Behaviours that breach the Policy will not be tolerated and will be dealt with in line with the Hotel's Disciplinary Policy.

### Our commitment to our colleagues

We are committed to promoting a working environment based on dignity, trust and respect, and one that is free from discrimination, harassment, bullying or victimisation.

We ensure that our recruitment, promotion and retention procedures do not treat people less favourably because of their:

- disability;
- gender, gender identity or gender reassignment status;
- marital status;
- race, racial group, ethnic or national origin, or nationality;
- religion or belief;
- sexual orientation;
- age;
- civil partnership status;
- pregnancy or maternity;
- paternity;
- part-time status; or
- fixed-term status.

### Procedure

The publication of a Diversity and Inclusion Policy enables The Langham, London to send out a strong message of commitment, both internally and externally. Although the Policy is a fundamental part of our diversity and inclusion strategy, it will be brought to life only if it is reinforced by focused and structured strategic diversity plans. In order to do this the organisation is committed to the following processes:

### Leadership

We will:

- set diversity and inclusion objectives and action plans;

- identify a senior level champion for leading the diversity strategy; and
- secure top-level ownership and sponsorship for the programme.

### **Auditing and reviews**

We commit to carry out regular reviews of all the processes to establish our position with regard to compliance and best practice. This may be done by a range of activities such as administering questionnaires, undertaking one-to-one interviews and facilitating focus groups.

### **Training and education**

We will:

- conduct a full training needs analysis;
- secure budget for training design and delivery; and
- establish education programmes for managers and colleagues (including programmes that move from awareness to behavioural change).

### **Recruitment**

We will take reasonable and appropriate steps to encourage job applications from as diverse a range of people as possible. Anyone making a decision about recruitment must not discriminate in any way and must have attended appropriate diversity and inclusion training. Every decision-maker should challenge themselves, and other members of the recruitment selection process, to make sure that any stereotypes, unconscious bias or prejudice do not play any part in recruitment decisions.

### **Communication and consultation**

We will:

- establish key lines of communication across the business;
- ensure that communication imagery and graphics are inclusive; and
- communicate and celebrate the organisation's successes in diversity.

### **Measurement**

We will:

- capture all available workforce metrics (such as Gender Pay Gap reporting) to benchmark against hospitality sector, and UK wide best practice standards;
- establish formal measurement tools to assess the climate in the organisation (for example regular surveys, 360° feedback mechanisms and diversity perception audits);
- assess progress in achieving our D&I objectives; and
- develop relationships with external benchmarking bodies (with, for example, Business in the Community, the Prince's Responsible Business Network, Business Disability Forum and the Equality and Human Rights Commission).

### **External profile**

We will:

- join appropriate organisations in order to network, exchange best practice and generally raise our profile; and
- build relationships with trade, local and national press to develop a good external image and to position the organisation at the leading edge.

The Diversity and Inclusion Policy will be reviewed on an ongoing basis to reflect changes in the law, demographics and internal business requirements.