



DIVERSITY POLICY

At ALG Centre Management (ALG), we firmly believe in diversity's power and its positive impact on the workplace.

We are committed to fostering an inclusive and equitable environment where everyone, regardless of their background, can thrive and contribute their unique perspectives, experiences, and talents. This diversity policy outlines our dedication to promoting diversity and outlines the values we uphold as an organisation.

Diversity at ALG

ALG Centre Management defines diversity as the representation and inclusion of individuals from various backgrounds, including but not limited to age, race, ethnicity, gender, sexual orientation, disability, religion, nationality, socioeconomic status, and cultural background.

We recognise that diversity is a fundamental strength that drives innovation, creativity, and productivity. By embracing diversity, we aim to:

- **Foster Innovation**

Diverse teams bring together a wide range of perspectives and ideas, leading to more innovative solutions and strategies.

- **Enhance Decision-Making**

Different viewpoints and experiences contribute to more well-rounded decision-making processes, improving problem-solving and reducing biases.

- **Increase Employee Engagement**

Inclusive environments empower employees, leading to increased job satisfaction, motivation, and loyalty.

- **Attract and Retain Top Talent**

A commitment to diversity demonstrates our dedication to fairness, equality, and respect, making us an employer of choice for individuals seeking an inclusive workplace.

- **Reflect Our Customer Base**

Diversity enables us to better understand and meet the needs of our diverse customer base, resulting in improved service and customer satisfaction.

At ALG Centre Management, we value diversity and commit to:

- **Inclusion**



Creating an environment where every individual feels valued, respected, and included, regardless of their background.

- **Equality**
Ensuring equal opportunities for all employees and promoting fairness in recruitment, hiring, promotion, training, and development.
- **Respect**
Treating every individual with dignity, recognising and valuing their unique contributions, and fostering a culture of mutual respect.
- **Collaboration**
Encouraging collaboration and teamwork among diverse individuals, leveraging their varied perspectives and experiences to achieve shared goals.
- **Continuous Learning**
Providing ongoing training and development opportunities to increase our employees' awareness, understanding, and cultural competence.
- **Non-Discrimination**
Prohibiting discrimination, harassment, or bias-based behaviours in any form and taking appropriate action if such incidents occur.
- **Accountability**
Holding ourselves accountable for promoting diversity, regularly reviewing and evaluating our progress, and making necessary adjustments to our policies and practices.

By implementing this diversity policy, ALG Centre Management reaffirms its commitment to creating an inclusive workplace that values and embraces diversity. We believe that by harnessing the power of diversity, we can build a stronger, more innovative, and resilient organisation.

Managing a Diverse and Inclusive Workplace

ALG Centre Management is dedicated to actively managing and fostering a diverse and inclusive workplace. We are committed to implementing the following strategies to ensure that diversity is valued and celebrated within our organisation:

Recruitment and Hiring

- We will implement fair and unbiased recruitment and hiring practices, ensuring job opportunities are accessible to individuals from all backgrounds.
- We will strive to attract diverse candidates by using inclusive language in job descriptions and advertising our positions through diverse channels.
- Interview panels will be diverse, and interviewers will undergo training to minimise unconscious biases during selection.

Employee Development and Training

- We will provide ongoing diversity and inclusion training to all employees to promote awareness, understanding, and cultural competence.



- Professional development opportunities will be offered to all employees, ensuring equal access to growth and advancement within the organisation.
- Mentorship programs will be established to support the career progression of underrepresented individuals.

Inclusive Policies and Practices

- We will regularly review and update our policies to ensure they are inclusive and free from bias.
- Flexible work arrangements will be offered to accommodate diverse needs and promote work-life balance.
- We will provide reasonable accommodations to employees with disabilities, ensuring equal access to facilities, resources, and opportunities.

Employee Resource Groups (ERGs)

- We will support establishing employee resource groups that foster a sense of belonging and provide a platform for employees to share their experiences and perspectives.
- ERGs will receive organisational support and resources to carry out initiatives that promote diversity, inclusion, and employee engagement.

Guarantee of Equal Employment Opportunity

ALG Centre Management guarantees equal employment opportunities for all individuals without discrimination or bias. We are committed to upholding the following principles to ensure fairness and equality in our employment practices:

Recruitment and Hiring

- All recruitment and hiring decisions will be based on merit, skills, qualifications, and relevant experience.
- No candidate will be discriminated against on the basis of age, race, ethnicity, gender, sexual orientation, disability, religion, nationality, socioeconomic status, or cultural background.

Promotion and Advancement

- Promotion decisions will be based on merit, performance, and qualifications, with no bias towards any individual or group.
- Opportunities for professional growth and advancement will be accessible to all employees, ensuring a level playing field.



Training and Development

- Training and development opportunities will be available to all employees, regardless of their background, to support their growth and enhance their skills.

Harassment and Discrimination

- ALG Centre Management strictly prohibits harassment, discrimination, or any form of bias-based behaviors in the workplace.
- Complaints of harassment or discrimination will be promptly and thoroughly investigated, and appropriate action will be taken.

We are committed to regularly reviewing our practices, policies, and procedures to ensure compliance with this equal employment opportunity guarantee.

Unacceptable and unlawful behaviour

ALG Centre Management is dedicated to maintaining a workplace free from unacceptable and unlawful behaviour, specifically diversity-related.

We define unacceptable and unlawful behaviour as any action, statement, or behaviour that violates an individual's dignity, creates a hostile or discriminatory environment, or goes against applicable laws and regulations. This includes, but is not limited to:

- **Harassment**
Unwelcome verbal, physical, or visual conduct is based on a person's protected characteristic (such as race, gender, sexual orientation, disability, or religion) and creates an intimidating, hostile, or offensive work environment.
- **Discrimination**
Treating an individual unfavourably or denying them equal opportunities such as in recruitment, hiring, promotion, compensation, or training.
- **Retaliation**
Taking adverse action against an individual for reporting or participating in the investigation of unacceptable or unlawful behaviour related to diversity.

Addressing Unacceptable and Unlawful Behavior

ALG Centre Management is committed to promptly, impartially, and confidently addressing unacceptable and unlawful behavior. We have established the following process for reporting and addressing such incidents:



1. **Reporting:** Employees who experience or witness unacceptable or unlawful behaviour are encouraged to report the incident promptly. Multiple reporting channels, including confidential options, will be made available to ensure the comfort and security of the individuals involved.
2. **Investigation:** A designated individual or team will thoroughly and impartially investigate all reports. The investigation will be conducted promptly, maintaining the confidentiality of those involved to the extent permitted by law.
3. **Disciplinary Action:** If the investigation confirms the occurrence of unacceptable or unlawful behaviour, appropriate disciplinary action will be taken, up to and including termination of employment. Disciplinary measures will be commensurate with the severity of the offence.
4. **Support and Protection:** ALG Centre Management is committed to providing support and protection to individuals who report unacceptable or unlawful behaviour. We will ensure that no retaliatory actions are taken against individuals who come forward in good faith.

Managing and Eliminating Discrimination in the Workplace

ALG Centre Management is dedicated to managing and eliminating discrimination in all its forms. We will undertake the following actions to promote equality and prevent discrimination:

- **Training and Awareness**

All employees will receive training on diversity, inclusion, and anti-discrimination policies and practices. This training will promote awareness, understanding, and respect for individual differences.

- **Policy Review**

We will regularly review our policies and procedures to ensure they are aligned with applicable laws and regulations, promoting fairness, equality, and non-discrimination.

- **Reporting Mechanisms**

We will establish accessible and confidential reporting mechanisms that encourage employees to report instances of discrimination promptly. Reports will be investigated promptly and thoroughly.

- **Remedial Actions**



If discrimination is substantiated, appropriate remedial actions will be taken, including disciplinary measures, targeted training, changes in policies or practices, or other necessary actions to eliminate discrimination and prevent its recurrence.

ALG Centre Management is committed to fostering an inclusive and equitable workplace where every individual feels safe, respected, and valued. By addressing unacceptable and unlawful behavior and actively managing discrimination, we strive to create an environment that celebrates diversity and promotes the well-being and success of all employees.

Opportunities for Training and Development

ALG Centre Management recognises the importance of providing opportunities for training and development to ensure that our staff members are equipped with the knowledge and skills needed to thrive in a diverse workplace. We are committed to fostering an environment where employees can increase their understanding, awareness, and competence in working effectively with diverse individuals. To achieve this, we will implement the following initiatives:

Diversity and Inclusion Training

- We will provide comprehensive training programs on diversity and inclusion to all staff members, regardless of their role or level within the organisation.
- This training will cover unconscious bias, cultural competence, effective communication across cultures, and building inclusive teams.
- Training sessions will be conducted by internally and externally qualified trainers who specialise in diversity and inclusion.

Inclusive Leadership Development

- We will offer leadership development programs that focus on inclusive leadership practices and strategies.
- These programs will equip managers and supervisors with the skills necessary to lead diverse teams, foster inclusion, and address any challenges that may arise.
- Inclusive leadership development will be integrated into our performance management processes to ensure accountability.

Cultural Competence Workshops

- We will organise workshops and seminars that explore different cultures, customs, and perspectives to enhance employees' cultural competence.
- These workshops will promote understanding and respect for diverse backgrounds, enabling employees to work collaboratively and effectively with colleagues and clients from various cultures.



Employee Resource Groups (ERGs)

- We will support the formation and activities of ERGs, which serve as valuable platforms for learning and sharing experiences related to diversity.
- ERGs will be able to organise educational sessions, workshops, or panel discussions to promote understanding and appreciation of different cultures and identities.

External Partnerships and Resources

- We will collaborate with external organisations and resources specialising in diversity and inclusion to provide additional learning opportunities for our staff.
- This may include participation in conferences, webinars, or access to online learning platforms with relevant diversity and inclusion courses.

Continuous Learning and Evaluation

- We will encourage continuous learning through ongoing professional development opportunities, resources, and learning materials related to diversity and inclusion.
- We will regularly evaluate the effectiveness of our training initiatives through feedback surveys and assessments to ensure their relevance and impact.

ALG Centre Management believes that investing in training and development for staff members to work in a diverse workplace is crucial for building a strong and inclusive organisational culture. By equipping our employees with the necessary knowledge and skills, we can enhance teamwork, collaboration, and innovation while fostering an environment where every individual feels valued and respected.

Responsibility of ALG employees under the policy

All Employees

As an employee of ALG Centre Management, you have a vital role in promoting and upholding our diversity policy. The following are your responsibilities:

Respect and Inclusion

- Treat all individuals with respect, dignity, and fairness, regardless of their background or protected characteristics.
- Foster an inclusive and welcoming environment by actively engaging with and valuing diverse perspectives and experiences.

Avoid Discrimination and Harassment



- Refrain from engaging in any form of discrimination, harassment, or bias-based behaviours towards colleagues, clients, or visitors.
- Report any incidents of discrimination or harassment promptly and accurately, following the established reporting procedures.

Self-Awareness and Continuous Learning

- Reflect on your own biases and assumptions to promote self-awareness and cultural competence.
- Take advantage of training opportunities and resources provided by the organisation to expand your understanding of diversity and inclusion.

Support a Diverse and Inclusive Workplace

- Collaborate with colleagues from diverse backgrounds to build inclusive and respectful relationships.
- Contribute to a positive and supportive work environment by actively participating in initiatives that promote diversity and inclusion.

Leaders

As leaders within ALG Centre Management, you play a critical role in fostering an inclusive and diverse workplace. The following are your responsibilities:

Lead by Example

- Demonstrate inclusive behaviour by treating all individuals fairly, respectfully, and with dignity.
- Model inclusive leadership practices and promote diversity in decision-making processes.

Create an Inclusive Work Environment

- Foster a culture that celebrates diversity and encourages employees to bring their whole selves to work.
- Actively promote an inclusive work environment by providing equal growth, development, and advancement opportunities.

Address Unacceptable Behavior

- Promptly address any incidents of discrimination, harassment, or bias-based behaviours within your team or department.
- Support the reporting process and ensure appropriate measures are taken to address and resolve such incidents.



Provide Resources and Support

- Provide resources, training, and educational opportunities to enhance employees' understanding of diversity and inclusion.
- Support and encourage the formation and activities of employee resource groups (ERGs) to promote diversity and inclusion within the organisation.

People and Culture Lead

As the People and Culture Lead, you have a specific role in promoting and implementing the diversity policy. Your responsibilities include:

Policy Implementation

- Develop and communicate the diversity policy to all employees, ensuring understanding and compliance.
- Oversee the implementation of diversity and inclusion initiatives and programs across the organisation.

Training and Development

- Collaborate with relevant stakeholders to design and deliver employee diversity and inclusion training programs.
- Continuously assess the effectiveness of training initiatives and make necessary adjustments to meet the organisation's evolving needs.

Reporting and Investigation

- Establish a confidential and accessible reporting mechanism for incidents of discrimination, harassment, or other violations of the diversity policy.
- Ensure all reported incidents are promptly and thoroughly investigated, taking appropriate action as required.

Culture and Engagement

- Work closely with leaders to foster an inclusive culture and enhance employee engagement through diversity and inclusion initiatives.
- Provide guidance and support to ERGs to ensure their activities align with the organisation's diversity objectives.

By fulfilling these responsibilities, employees, leaders, and the People and Culture Lead at ALG Centre Management can collectively create an environment where diversity is celebrated, inclusion is embraced, and everyone can thrive and contribute to the organisation's success.



Breaches of Policy

ALG Centre Management takes breaches of our diversity policy seriously. Any policy violation undermines our commitment to creating a diverse, inclusive, and respectful workplace. The following outlines the consequences and actions that will be taken in the event of a breach:

Reporting and Investigation

- Employees are encouraged to report any suspected breaches of the diversity policy promptly using the designated reporting mechanisms.
- All reports will be thoroughly and impartially investigated by the appropriate personnel, ensuring confidentiality to the extent permitted by law.

Consequences

- If a breach of the diversity policy is substantiated, disciplinary action will be taken following our established disciplinary procedures.
- Consequences for breaches may range from verbal or written warnings, mandatory diversity training, suspension, demotion, or, in severe cases, termination of employment.

Remedial Actions

- In addition to disciplinary measures, appropriate remedial actions will be taken to address the breach's impact and prevent its recurrence.
- These actions may include training, counselling, performance improvement plans, or any other necessary measures based on the nature and severity of the breach.

Non-Retaliation

- ALG Centre Management is committed to protecting individuals who report breaches of the diversity policy in good faith.
- Retaliation against individuals who report or participate in investigations will not be tolerated and will be subject to disciplinary action.

Continuous Improvement

- We are committed to continuously reviewing and improving our diversity policy and related practices to prevent future breaches.
- Regular assessments and evaluations will be conducted to ensure the effectiveness of the policy and its implementation.



All employees, leaders, and the People and Culture Lead are responsible for upholding and adhering to the diversity policy. Doing so creates a workplace where everyone is treated with dignity and respect, fostering an environment where diversity can thrive.

Feedback Process

At ALG Centre Management, we value feedback as essential to our commitment to continuous improvement. We recognise that feedback is crucial in shaping and enhancing our diversity policy. We encourage employees to provide feedback on the policy to ensure its effectiveness and relevance. The following outlines the feedback process:

Open Communication

- Employees are encouraged to openly communicate their feedback, suggestions, and concerns regarding the diversity policy.
- Feedback can be provided through various channels, including in-person discussions, anonymous surveys, suggestion boxes, or dedicated email addresses.

Welcoming All Perspectives

- We value the diverse perspectives and experiences of our employees. All feedback, regardless of its nature, will be acknowledged and considered.
- We are committed to fostering an inclusive environment where everyone's voice is heard and respected.

Confidentiality

- All feedback will be handled with the utmost confidentiality and respect for privacy.
- When providing feedback, employees have the option to remain anonymous if they prefer.

Timely Response

- We will strive to provide timely responses to all feedback received.
- Acknowledgment of the feedback and an indication of the actions taken or planned will be communicated to the best extent possible.

Evaluation and Incorporation

- Feedback received will be carefully evaluated and considered during the policy review process.
- Suggested improvements or modifications will be incorporated into the diversity policy where appropriate and feasible.



Ongoing Engagement

- We encourage ongoing dialogue and engagement with employees regarding the diversity policy.
- We may conduct focus groups, town hall meetings, or other interactive sessions to gather additional insights and perspectives.

By actively seeking feedback, we aim to ensure that the diversity policy remains relevant, effective, and aligned with the needs and aspirations of our diverse workforce.

Feedback procedures

ALG Centre Management is committed to creating a workplace where feedback is valued and encouraged. We believe feedback is crucial in shaping our diversity policy and ensuring its continuous improvement. The following outlines the feedback procedure for our diversity policy:

1. Channels for Providing Feedback:

- Employees can provide feedback on the diversity policy through various channels, including:
 - Direct communication with their immediate supervisor or manager
 - Utilising the organisation's suggestion box or feedback forms
 - Sending an email to the designated feedback address
 - Participating in employee engagement surveys or focus groups

2. Anonymous Feedback

- We understand that some individuals may prefer to provide feedback anonymously.
- Anonymous feedback can be submitted through designated anonymous channels or anonymous suggestion boxes.

3. Clear and Transparent Process:

- We are committed to maintaining a clear and transparent feedback process.
- Employees will receive acknowledgement of their feedback and information about the steps that will be taken.

4. Timely Response



- We strive to provide timely responses to all feedback received.
- The timeframe for responding may vary depending on the nature and complexity of the feedback, but we aim to address feedback promptly.

5. Evaluation and Action

- The appropriate personnel will carefully evaluate and consider all feedback (People and Culture Lead).
- Feedback will be reviewed during the policy review process, and appropriate actions will be taken to address any concerns or suggestions.

6. Communication of Changes

- If changes are made to the diversity policy based on feedback received, employees will be informed of the modifications and the rationale behind them.
- Updates to the policy will be communicated through various channels, such as internal announcements, email communications, or posting on the company intranet.

7. Confidentiality and Non-Retaliation:

- We ensure that feedback is treated with confidentiality and respect for privacy.
- ALG Centre Management prohibits any form of retaliation against individuals who provide feedback in good faith.

We encourage all employees to actively participate in providing feedback on our diversity policy. By doing so, you contribute to the ongoing enhancement and effectiveness of our commitment to diversity, inclusion, and equality.