



GRAND INNOVATIONS

DESIGN & BUILD · SURREY & LONDON

COMPANY POLICY · GI-POL-02

Equality, Diversity & Inclusion

Policy

Our commitment to fair, respectful and inclusive treatment of everyone we employ, work alongside and build for, in line with the Equality Act 2010.

VERSION

1.0

ISSUE DATE

14 April 2026

REVIEW DUE

14 April 2027

POLICY OWNER

Conor Doran, Director



POLICY STATEMENT

Grand Innovations Surrey Ltd, trading as Grand Innovations (company number 15788779, registered in England and Wales), is a design-and-build firm delivering kitchens, house extensions, loft and garage conversions, full renovations, bathrooms, windows and doors, and light commercial fit-out work across Surrey and London. Every project is personally managed by a dedicated project director, and our Director, Conor Doran, is accountable for every job we take on and for this policy.

We are committed to eliminating unlawful discrimination, harassment and victimisation, and to advancing equality of opportunity in how we recruit, pay, train and promote. On site, in the office and in our clients' homes, we want a working environment where everyone is treated on their merits. These commitments are anchored in the Equality Act 2010 and apply to every protected characteristic it defines.

This policy is owned by Conor Doran as Director. Our team founded its trade practice in 2014, and the business has run on personal accountability since. If this policy is not being followed, the Director expects to know about it and will act.

Conor Doran

Conor Doran

Director, Grand Innovations Surrey Ltd

14 April 2026

Next review: 14 April 2027

1. Who this policy covers

This policy applies to everyone who works for us or with us: our directly employed core team, the vetted specialist subcontractors we bring onto projects (including Gas Safe registered engineers and certified electricians), any agency or temporary workers we engage, and every person who applies to join us. It also covers how we treat the people we serve: our clients, the householders and families whose homes we work in, their neighbours, our suppliers, and members of the public.

It applies wherever our work takes place: on site, in clients' homes, in our vehicles, in phone calls, emails and messages, on social media where it touches our work, and at any work-related event. Anyone representing Grand Innovations is covered by this policy and expected to uphold it.

2. The law and the protected characteristics

This policy is built on the **Equality Act 2010**, which protects people from discrimination, harassment and victimisation on the grounds of nine protected characteristics:



- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality and ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation

We do not tolerate direct or indirect discrimination, discrimination arising from disability, a failure to make reasonable adjustments, harassment or victimisation, whether directed at a colleague, a subcontractor, an applicant, a client or a member of the public. We also comply with the **Worker Protection (Amendment of Equality Act 2010) Act 2023**, in force since 26 October 2024, which places a duty on employers to take reasonable steps to prevent sexual harassment of their workers. Our preventative arrangements are set out under Dignity at work below.

We recognise that our public sector clients are subject to the **Public Sector Equality Duty** under section 149 of the Equality Act 2010. Where we work for a contracting authority, we will co-operate with the authority and support it in meeting that duty as it applies to the services we deliver.

3. Equality in employment

We are a small firm. We hire on whether someone can do the job well and safely, and nothing else. In practice, that means:

- **Recruitment.** We advertise roles in plain language, assess candidates on skills, experience, attitude and safety record, and ask only questions relevant to the work. In line with section 60 of the Equality Act 2010, we do not ask health questions before making a job offer except in the limited circumstances the Act permits.
- **Pay.** Pay is set by the role, skill and experience, never by any protected characteristic. We are committed to equal pay for equal work.
- **Training and progression.** Training, mentoring on the tools and opportunities to take on more responsibility are allocated on need and merit.
- **Flexibility.** We consider flexible working requests fairly and give sensible weight to caring responsibilities, disability and religious observance when planning work.
- **Reasonable adjustments.** Where a disabled applicant or team member needs an adjustment to equipment, tasks, working patterns or the way we communicate, we start from what *can* be done safely on a live construction site rather than from reasons to say no.

4. Dignity at work

We operate a **zero-tolerance** approach to bullying, harassment (including sexual harassment) and victimisation. On our sites, banter that demeans, excludes or intimidates anyone is stopped as soon as it starts. That covers offensive language, jokes, gestures, imagery and graffiti, as well as unwanted physical contact and unwelcome comments or advances of a sexual nature.

Because much of our work happens in occupied homes, our people can find themselves working alone or alongside third parties. We take reasonable steps to prevent sexual harassment before it happens. Expectations are set plainly at induction, project directors watch for early warning signs and act on them, and any concern about the conduct of third parties towards our team is treated as seriously as a concern about our own people.

Breaches of this section are treated as serious misconduct. For employees, that can mean disciplinary action up to and including dismissal. For subcontractors, it can mean immediate removal from site and from our approved list.

5. Clients, householders and the public

Every client receives the same standard of care from us regardless of their background, and every household we work in is treated with respect for how that household lives. In practice:

- We never refuse, downgrade or vary our service because of a protected characteristic.
- We respect household customs and religious observance, from removing footwear to taking care over scheduling, wherever it is practicable to do so.
- We communicate in plain English, explain decisions face to face through the project director leading the job, and confirm key information in writing. If a client needs information in a different format, more time, or a different way of communicating, we adapt.
- We make reasonable adjustments in how we deliver our service for disabled clients, and we plan ahead for access, noise, dust and disruption for anyone whose circumstances make building work harder to live through.

We are a member of the Federation of Master Builders, and our work is vetted and publicly reviewed on Checkatrade, Trustpilot and Google. The Director reviews that feedback, and any concern it raises about fairness, respect or accessibility is dealt with under this policy.

6. Our supply chain

The specialists we bring onto a project work under our name, so they work to our standards. Our vetting of subcontractors covers conduct as well as competence, and compliance with this policy is a condition of working with us. Subcontractors are briefed on our expectations at project induction, and any concern raised about a subcontractor's behaviour is investigated in the same way, and with the same seriousness, as a concern about our own team. Serious or repeated breaches end the relationship.



7. Raising concerns, responsibility and review

Raising a concern. Anyone (team member, subcontractor, applicant, client or member of the public) can raise a concern under this policy by speaking to the project director on their job, by contacting our Director, Conor Doran, directly, or by phoning 01932 950158 or emailing info@grandinnovations.co.uk. No forms or formality are needed. Every concern is taken seriously, investigated promptly and fairly, and kept as confidential as a proper investigation allows. Nobody will be victimised or disadvantaged for raising a concern in good faith, and we tell the person who raised it what we have done about it.

Responsibility. Conor Doran, Director, is the accountable owner of this policy and is personally answerable for how it works in practice. Day to day, upholding it is everyone's job. Project directors set the tone on site, and every member of the team is expected to challenge or report behaviour that falls short.

Monitoring and review. As a small firm we keep our monitoring proportionate. The Director reviews recruitment decisions, concerns raised and their outcomes, and the conduct standards of our supply chain. The Director reviews this policy at least annually, and sooner whenever the law changes, our services change, or an incident shows us something we can do better. As members of the Federation of Master Builders, we keep our practice aligned with current industry guidance.

DOCUMENT CONTROL

Version	Date	Description	Approved by
1.0	14 April 2026	First issue	Conor Doran, Director