

EQUAL OPPORTUNITIES POLICY

FOR INTERNAL USE ONLY



June 2023

Pinnacle Pet Group is an equal opportunities employer and is committed to eliminating discrimination in the workplace and to the promotion of equal opportunities for all staff. The Company's working environment embraces diversity and inclusion, encouraging all colleagues to realise their potential.

This is the Company's Equal Opportunities Policy and all staff have a duty to act in accordance with it. This policy does not form part of any employee's contract of employment and may be amended at any time.

It is the policy of the Company:

- to encourage all staff to realise their full potential;
- to ensure that no job applicant or member of staff receives less favourable treatment (directly or indirectly) on the basis of sex, gender, gender identity or expression, race, colour, nationality, ethnic or racial origins, marital or civil partner status, pregnancy or maternity, religion or belief, sexual orientation, age, disability, neurodivergence, medical conditions, or any other status protected under the laws in any jurisdiction in which we operate (together referred to in this policy as "protected characteristics"), whether in recruitment, training, promotion or other aspects of employment;
- to avoid any unjustifiable requirements or practices which have a disproportionately adverse effect on any applicant or member of staff by reason of a protected characteristic;
- to ensure that there is equality of pay for similar work or work of equal value within the Company; and
- the principles of non-discrimination and equality of opportunity also apply to the way in which staff treat visitors, clients, customers, suppliers and former staff members.

It is the responsibility of all members of staff to respect the principle of equal opportunity, to reject discrimination/harassment of fellow staff, and not to act in such a way as to impede the application of this policy. All staff must treat any and all individuals with dignity at all times.

The aim of the policy is to create a working environment in which all individuals are able to make the best use of their skills, free from discrimination and harassment and in which all decisions are based on merit. Discrimination and harassment may occur intentionally or unintentionally and any member of staff demonstrating prejudice on the grounds of a protected characteristic and/or harassment of other

staff in breach of this policy will be regarded as having committed a potentially serious breach of discipline, which will be thoroughly investigated and may lead to disciplinary action, including their dismissal.

Management must guard against discrimination on the basis of generalised assumptions that individuals, because of their protected characteristics, possess characteristics that would make them unsuitable for employment or promotion.

Human Resources will keep such records as are necessary to ensure that this policy is effectively monitored and maintained. All policies and procedures operated by Human Resources will be kept under review to ensure they promote equal opportunities. If you feel that you have been the subject of discrimination/harassment/victimisation you should raise the issue immediately with senior management and/or your HR Business Partner. The Grievance Procedure is available should you wish to raise your concern more formally. PPG has put in place processes in order to protect individuals who make allegations in good faith, and to ensure they are able to do so anonymously (if they so wish). PPG will act in order to protect any individual making such an allegation in good faith. If you have any questions on the content or application of this policy, please contact Human Resources.

Specific Considerations for Disabled Workers

Where an employee or potential recruit suffers from a disability which impacts their ability to perform duties, the Company encourages staff to inform their line manager and Human Resources about the condition so that the Company can consider what reasonable adjustments could be made to the terms and conditions of employment and/or the duties carried out.

These may include:

- varying hours to make travelling more convenient;
or
- altering or redistributing duties within a department; or
- providing additional assistance or supervision.

Any adjustments will be considered in the light of their effectiveness, cost and impact on others and may be considered in conjunction with advice from the Company's medical advisors.

Diversity

Diversity of staff is a core strength of our organisation. The Company is committed to maintaining a workforce of the highest quality through the recruitment and promotion of the most qualified applicants.

To ensure that this policy is operating effectively and to identify groups which may be under-represented or disadvantaged, the Company, where possible, will monitor applicants' protected characteristics as part of the recruitment procedure and monitor the protected characteristics of staff. Provision of this information is voluntary and will not adversely impact an individual's chances of employment or other decisions related to their employment. The information is kept in anonymised format solely for the purposes stated in this policy. The Company also encourages all current members of staff to submit information regarding protected characteristics via the HR self-service system, on a purely voluntary and strictly confidential basis. Analysing this data helps to inform the Company's diversity agenda and allows us take appropriate steps to avoid discrimination and improve quality and diversity across the Company.

The Company has internal networks, dedicated to celebrating diversity within the workforce and maximising the potential of all members of staff. More information can be found on the Company's intranet site or is available by contacting your local HR Department.

Part-time work

The Company considers it important to support the progression of part-time employees and to ensure they are being offered appropriate access to benefits, training and promotion opportunities. We will ensure requests to alter working hours are dealt with appropriately under the Company's Flexible Working Policy.

Multi-Faith Room

To reflect the wide range of religions observed by members of staff, PPG commits – as far as feasible in light of available facilities – that there is a space to support individuals seeking time for prayer during working hours.

Specific Considerations for Disabled Customers, Clients and Visitors

The Company is fully committed to a policy of treating its customers, clients and visitors equally, regardless of whether or not they have a disability.

Discrimination against disabled customers, clients and visitors is unlawful under the Disability and Equality legislation. In this case, this includes less favourable treatment for a reason related to a disabled customer's, client's or visitor's disability, a failure to make reasonable adjustments to the way in which the Company delivers its services so that disabled customers, clients and visitors can use them and/or a failure to alter physical features of premises that make it impossible or unreasonably difficult for disabled customers, clients or visitors to make use of its services.

Members of staff have a duty to co-operate with the Company to ensure that this policy is effective in ensuring that its disabled customers, clients and visitors do not experience less favourable treatment for a reason related to their disability and that the Company operates to deliver the best outcomes of its customers.

Action will be taken under the Company's disciplinary procedure against any member of staff who is found to have behaved poorly towards or committed an act of improper or unlawful discrimination against a disabled customer, client or visitor. Workers should also draw the attention of their line manager to poor behavior or suspected discriminatory acts or practices relating to its disabled customers, clients and visitors.

The Group shall be governed by local laws. Should specific legal requirements in the jurisdictions within which we operate be more stringent or contrary to the Code of Conduct, these local requirements will apply.