EQUALITY, DIVERSITY AND INCLUSION POLICY

Q3 Facilities Holdings Limited ("Q3"), including all subsidiary companies such as Q3 Services Group Limited, Q3 Security Limited, Q3 Grounds Services Limited, Q3 Technical Services Limited and Q3 Services (CI) Limited, is committed to promoting equality, diversity and inclusion in all aspects of its operations.

We are committed to providing a working environment that is free from unlawful discrimination, harassment, victimisation and bullying, and to ensuring that all individuals are treated with dignity and respect. We aim to create a workforce that is representative of all sections of society and our customers, and where everyone feels valued and able to perform to the best of their ability.

Q3 is also committed to ensuring that customers, suppliers, visitors and members of the public are treated fairly and without unlawful discrimination when accessing our goods, services or facilities.

This policy applies to all employees, workers, agency workers, contractors, consultants, apprentices and any other individuals engaged by Q3. It applies to all stages of employment and engagement, including recruitment, terms and conditions, training, promotion, discipline, grievance handling, redundancy and termination.

This policy is informed by, and complies with, the Equality Act 2010 and all other relevant UK employment and equality legislation.

The policy's purpose is to:

Ensure that Q3 will not unlawfully discriminate on the basis of any of the following 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

Unlawful discrimination includes direct discrimination, indirect discrimination, harassment and victimisation.

Q3 is committed to:

- Providing equality, fairness and respect for all in employment, whether temporary, part-time or full-time
- Creating a working environment free from bullying, harassment, victimisation and unlawful discrimination, including conduct of a sexual nature

- Taking reasonable steps to prevent unacceptable conduct by third parties such as clients, contractors, suppliers and visitors
- Making reasonable adjustments for disabled employees and job applicants where required under the Equality Act 2010
- Ensuring decisions relating to recruitment, pay, benefits, training, promotion, discipline, redundancy and dismissal are based on merit and objective criteria, except where lawful positive action is permitted
- Providing appropriate training so that managers and employees understand their rights and responsibilities under this policy
- Taking all complaints of discrimination, harassment, bullying or victimisation seriously and dealing with them promptly, sensitively and fairly

Any allegations of bullying, harassment, victimisation or unlawful discrimination will be investigated and dealt with under Q3's grievance and/or disciplinary procedures.

Such behaviour may be treated as misconduct or, in serious cases, gross misconduct and may result in disciplinary action up to and including dismissal without notice.

Some conduct may also constitute a criminal offence, such as sexual assault or harassment under the Protection from Harassment Act 1997. This policy does not replace an individual's right to report matters to the police.

Responsibilities and Conduct

All employees and workers are expected to:

- Treat colleagues, customers, suppliers and members of the public with dignity and respect
- Conduct themselves in a manner consistent with this policy
- Not engage in any form of unlawful discrimination, harassment, bullying or victimisation

Employees should be aware that they, as well as Q3, may be held personally liable for unlawful acts of discrimination or harassment committed in the course of their employment, including conduct towards third parties.

Training, Development and Progression

Q3 is committed to making opportunities for training, development and progression available to all staff. Employees will be supported and encouraged to develop their full potential so that their skills and talents can be fully utilised for the benefit of the organisation. Mandatory training is provided at first on our internal learning platform.

Monitoring and Review

Q3 will monitor the effectiveness of this policy and related practices to ensure compliance with legal obligations and promote equality and diversity.

Where appropriate and lawful, workforce data may be monitored in relation to characteristics such as age, gender, ethnicity, disability, religion or belief, and sexual orientation. All monitoring will be

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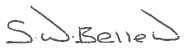
carried out in accordance with data protection legislation, including the UK GDPR and the Data Protection Act 2018. Data will be anonymised where possible.

This policy will be reviewed regularly and updated to reflect changes in legislation or organisational practice.

Use of the organisation's grievance or disciplinary procedures does not affect an individual's right to bring a claim to an employment tribunal within the statutory time limits.

The use of the organisation's grievance or disciplinary procedures does not affect an individual's right to bring a claim to an Employment Tribunal. In most cases, claims must be submitted within three months minus one day of the act complained of, subject to the requirements of Acas Early Conciliation and statutory time limits.



Stuart Bellew
Chief Operating Officer
1st April 2026