admin@tlcproperties.uk

01492 484 465

36A Madoc St, Llandudno
Conwy LL30 2TL

Equality & Diversity Policy

TLC PROPERTY Lettings Ltd is committed to encouraging equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

TLC, in providing services, is also committed against unlawful discrimination of customers or the public. Staff, Customers, Clients, Sellers, Buyers, Landlords, Contract-Holders (Tenants, Applicants and Third-Party Suppliers are treated with dignity and respect.

Staff will receive continual training to ensure their absolute adoption of this policy.

This policy's purpose is to:

1. Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time, Customers, Clients, Sellers, Buyers, Landlords, Contract-Holders (Tenants), Applicants and Third-Party Suppliers.

2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of: • 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

Our Commitment

TLC, commit to:

1. Encourage equality, diversity, and inclusion in the workplace as they are good practice and make business sense

2. Create a working environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued. This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity, and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation, and unlawful discrimination. All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others during the organisation's work activities.

4. Make opportunities for training, development, and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.

5. Review employment practices and procedures when necessary to ensure fairness, and update them and the policy to take account of changes in the law. Practical Applications As part of providing a service to either Sellers, Buyers, Landlords or ContractHolders (Tenants), whether it is through visiting a client's home for the purpose of a property appraisal and discussing with them their personal circumstances so that we fully understand their property needs, or through telephone conversations, we may become aware of a client's protected characteristics. We will ensure that any knowledge gained in this way will not put any client at a disadvantage or result in providing them with a worse service or the same service on worse terms. Reasonable Adjustments to Remove Barriers for Those with Disability When interacting with all clients, we will endeavour to consider various communication methods and accessibility needs that disabled individuals may have. We will make the necessary adjustments to ensure that the service provided is not diminished in any way. Instructions to Discriminate Should any Client instruct TLC to discriminate against any other individual, we will not accept any such instruction and will not act for that client. Marketing a Property for Sale or Let Whilst undertaking our marketing, we will not, whether under instruction to do so or not, discriminate, harass, or victimise any occupier of a property that we are marketing. Viewings & Offers Any potential Buyer or Tenant will be qualified on their individual merits and the Sellers and Landlords will assess their criteria individually and decisions made on a case-by-case basis, considering all the facts

TLC
Property
Sales & Lettings

admin@tlcproperties.uk

01492 484 465

36A Madoc St, Llandudno
Conwy LL30 2TL