

Diversity, Inclusion & Belonging Policy

Space NK is committed to encouraging diversity, inclusion & belonging, amongst our workforces. We are committed to eliminating unlawful discrimination. Our aim is that our employees are truly representative of all diverse and inclusive communities and that every individual feels respected and able to give their best while working at Space NK. We are also committed to the unlawful discrimination of our customers, brand partners, the public or anyone that is associated with the brand. The purpose of this policy is to provide equality and fairness to all our employees and to not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age.

We oppose all forms of unlawful and unfair discrimination. All employees, whether part-time, full-time, or temporary, will be treated with fairness and respect. Selection for employment, promotion, training, or any other benefit will be assessed based on ability and the needs of the business. All employees will be helped and encouraged to develop their full potential. The talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

This policy applies to every single person employed by Space NK including and not limited to Contractors or Temporary workers.

The policy seeks to protect our employees against unlawful discrimination by individuals they come into contact with while at work, (even if they are not employed by Space NK - e.g. customers).

Discrimination

We do not discriminate against individuals on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics as outlined in the Equality Act 2010).

Space NK also recognises philosophical beliefs, whereby an employee has a strong and genuine belief:

- concerns an important aspect of human life and behaviour,
- is acceptable in a democratic society
- no conflict with the fundamental rights of others.

Space NK opposes all forms of unlawful discrimination. This includes pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

Direct discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics set out above. For example, rejecting an applicant on the grounds of their race because they would not "fit in" would be an example of direct discrimination.

Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full-time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

Harassment related to any of the protected characteristics is prohibited. Harassment is defined as being any unwanted conduct that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Our Commitments

Equality in the workplace is good practice and makes sound business sense, our commitment is;

- To encourage equality, diversity and inclusion in the workplace.
- To create an environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all.
- To create an environment in which individual differences and the contributions of all our employees are encouraged, recognised and valued.
- To ensure training, development and progression opportunities are available to all employees.
- To ensure that where 'positive action' is taken that they are necessary and allowed under the Equality Act.

Our Actions

Education

- All employees to be trained on Diversity, Inclusion & Belonging, as part of their onboarding process. This will include Unconscious Bias training to educate and raise awareness supported by external specialists within the field of D&I.

Analytics

- Monitor the make-up of our employees regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the Diversity, Inclusion & Belonging policy insofar as we can within data privacy.
- Monitor information across the employee life cycle i.e., recruitment, development, promotion, pay, retention and leaving.

- Monitor 'Your First 90 days' feedback, Leaver feedback and conduct pulse surveys to understand employee's experiences.

Stores

- Consider the diversity of potential applications when opening new stores and taking positive action to attract any underrepresented groups.
- Ensure we further support the Space NK customer by supporting other functions to make their shopping experience as seamless as possible (wheelchair accessibility, Sunflower lanyard etc).
- Only displaying brands on stands where all their advertised shades are represented with tester availability.

Internal Communications

- Ensure all Diversity, Inclusion & Belonging collateral is easily accessible to all through N.gage.
- We will identify further opportunities through our "Refer a Friend" recruitment scheme that reaches a wider population of potential employees that support Diversity, Inclusion & Belonging.
- Continue to utilise Y O U R S P A C E to raise awareness on specific topics, events and training on all aspects of Diversity, Inclusion & Belonging.
- Use the Employee Forum to ensure that Diversity, Inclusion & Belonging is included within the agenda.
- The Employee Forum provides a platform for our employees to:
 - Shares their experiences and listen to their stories on race, religion, disability, sexuality amongst other topics
 - Open up discussions and debates in a safe and honest environment that will educate and inspire others
 - Identify the correct language and terms to use that will not discriminate or offend any Space NK colleagues and/or customers
 - Request that individuals state their gender pronouns on work email signatures. If they wish to disclose their preferred pronouns such as 'she/her', 'he/him' or 'they/them'
 - In order to ensure that we are representing all our workforce there may be occasions where we want to seek the views, thoughts and opinions of a group of individuals within the workplace to ensure that we are serving them as we should. Participation is optional and just because you are approached does not mean that you have to engage

Recruitment

- Project the diverse workforce that we have on recruitment branding to encourage further applications from underrepresented groups
- Advertise recruitment opportunities in sources that we know will appeal to underrepresented groups
- Ensure that all the way through the recruitment process applicants know that we are open to discuss reasonable adjustments
- Publicise the Diversity, Inclusion & Belonging policy of all recruiters and suppliers that we partner with in order to emphasise how important our external partners are to our very own D&I promise

Reviews

- Regularly review all our employment practices and procedures to ensure fairness. This will include, recruitment and selection, employment, pay and benefits, promotions, training and disciplinary procedures.
- Monitoring will also include assessing how the Diversity, Inclusion & Belonging, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.
- Regularly review the terminology used when talking about underrepresented groups and be aware that individuals may have different feelings and thoughts around such terminology

Actions

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities. Such acts will be dealt with as misconduct under the organisation's Problem Solving and Respectfulness at Work Policy Guidelines, and appropriate action will be taken.

These actions will adapt and change; and as a business we will adjust accordingly and where necessary we will seek additional external support to help us ensure that we are constantly delivering our commitments to the terms of this policy.

Your Responsibilities

It is your responsibility to ensure that you, or anyone working for you or with you, do not in any way treat someone unfairly or less favourably than another because of any of the protected characteristics set out above. It is also your responsibility to ensure that anyone working for you is not discriminated against by another employee, contractor or customer of Space NK.

We are committed to protecting our people from discrimination during any activity associated with Space NK. This policy extends to any Space NK function or any work-related activity e.g., Training.

Space NK needs to know if a person has been treated inappropriately so that the situation can be resolved speedily and effectively. The most important thing is to tell someone. Please refer to the Problem Solving and Respectfulness at Work Policy Guidelines for the correct procedure. If a customer has discriminated against the person make sure that the Store Manager/Line Manager is aware of this. Space NK does not tolerate discrimination in any form.

Please note that breaches of this policy will be regarded as misconduct and could lead to disciplinary proceedings.

If you have any queries in respect of this policy, please speak to your Line Manager who can contact a member of the People team.

The Diversity, Inclusion & Belonging policy is fully supported by the CEO and the Senior Leadership Team and has their full commitment for each of their departments within the business to ensure inclusivity.



Andy Lightfoot
CEO