



## Equal Opportunities Policy

### 1. Policy Statement

London Warrant Enforcement Ltd (“LWE”) is committed to promoting equality of opportunity and creating a workplace and service environment that is free from discrimination, harassment, and victimisation.

As an enforcement services provider working on behalf of local authorities, government agencies, and commercial clients, we recognise our duty to treat all individuals—employees, contractors, clients, and members of the public—with dignity, fairness, and respect.

LWE seeks to reflect the communities we serve and ensure that no person is treated less favourably because of a protected characteristic or personal circumstance.

### 2. Scope

This policy applies to:

- All LWE employees, Enforcement Agents, managers, contractors, and temporary staff.
- Job applicants and trainees.
- Members of the public and debtors encountered during enforcement activity.
- Clients, suppliers, and partner organisations.

It covers all aspects of employment, service delivery, and enforcement practice.

### 3. Legal Framework

This policy aligns with the **Equality Act 2010**, **Human Rights Act 1998**, and **Public Sector Equality Duty**.

We recognise the following **protected characteristics**:

Age • Disability • Gender reassignment • Marriage and civil partnership • Pregnancy and maternity • Race • Religion or belief • Sex • Sexual orientation

LWE also complies with the **Taking Control of Goods Regulations 2013**, **Tribunals, Courts and Enforcement Act 2007**, and all relevant industry standards, including the **CIVEA Code of Practice**.

### 4. Core Principles

LWE will:

- Provide equal access to employment, training, and progression opportunities.
- Ensure all enforcement and administrative decisions are made objectively and without bias.
- Deliver enforcement services in a fair, professional, and impartial manner.
- Treat all debtors and members of the public with courtesy, sensitivity, and respect—regardless of background or circumstance.
- Make reasonable adjustments to meet the needs of individuals with disabilities or vulnerabilities.
- Promote awareness of equality and diversity across the organisation.
- Investigate and address any breaches of this policy in line with disciplinary and grievance procedures.

### 5. Recruitment and Employment

Recruitment will be based solely on merit, qualifications, and ability to perform the role.

- Job descriptions will focus on essential duties and skills.
- Shortlisting and interviews will be carried out by trained staff using objective criteria.

- LWE will provide reasonable adjustments for candidates with disabilities or health conditions.
- Equality monitoring data will be used to identify and address underrepresentation or bias, not to influence selection decisions.

## 6. Enforcement Conduct

Enforcement Agents and staff representing LWE must demonstrate fairness, impartiality, and respect at all times. Specifically:

- No individual shall be treated less favourably during visits, communications, or negotiations due to race, nationality, language, disability, gender, or any other protected characteristic.
- Agents must recognise and appropriately respond to **vulnerability indicators**, ensuring equitable treatment and referral to management where necessary.
- Discriminatory behaviour, language, or conduct towards debtors, clients, colleagues, or the public will not be tolerated and will result in disciplinary action.
- Equality, fairness, and respect are integral to LWE's compliance with both contractual and statutory obligations.

## 7. Training and Awareness

All staff and Enforcement Agents receive equality and diversity training as part of induction and refresher training.

- Managers are responsible for reinforcing equality principles in day-to-day operations.
- Agents must complete mandatory training on identifying and supporting vulnerable persons and understanding unconscious bias.

## 8. Harassment, Bullying and Victimisation

LWE will not tolerate any form of harassment or bullying in the workplace or during enforcement operations.

- Any employee who feels they have been subjected to unfair treatment or harassment should report this immediately to a manager or HR.
- All complaints will be taken seriously, investigated promptly and confidentially, and appropriate action will be taken.
- Victimisation of anyone raising or supporting a complaint is strictly prohibited.

## 9. Reasonable Adjustments and Vulnerability

Where employees or members of the public are affected by disability, health conditions, or vulnerability, LWE will make reasonable adjustments to remove or minimise disadvantage.

Examples include:

- Modifying working hours or duties for staff.
- Offering alternative contact methods or additional support to vulnerable debtors.
- Providing accessible information and communication formats where required.

## 10. Responsibilities

- **Senior Management:** Ensure compliance with legislation, client contracts, and monitoring obligations.
- **Managers and Team Leaders:** Lead by example, implement this policy, and act on any breaches.
- **Enforcement Agents and Staff:** Treat everyone fairly, uphold professional standards, and report any discriminatory conduct.

## 11. Monitoring and Review

LWE will:

- Regularly review diversity data across recruitment, training, and service delivery.
  - Conduct periodic audits to ensure equality objectives are being met.
  - Review this policy annually, or sooner if required by changes in law, regulation, or operational practice.
-