

Equality, Diversity and Inclusion Policy

At Home Catering Limited

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Prepared	Wording prepared 16 October 2026; release edition generated 29 October 2026
Next review	13 August 2027, or earlier on a relevant change
Policy owners	John Walker and Christophe Perrier, jointly
Contact for this policy	Jessica Perrier — jessica@athomecatering.co.uk
Law stated as at	10 August 2026. References checked against current official sources on 16 October 2026. Final legal review is still outstanding; no external legal advice has been obtained

1. Our commitment

At Home Catering Limited, including the work we carry out under our At Home Events brand, is committed to equality of opportunity, to the fair and respectful treatment of everyone who works for us, works with us or is served by us, and to a working and event environment in which people are judged on what they do rather than on who they are.

We will not tolerate discrimination, harassment or victimisation in any part of our business — in recruitment, in employment, in how shifts and work are allocated, in training and development, in our supply chain, or in the events we deliver.

We hold this as a matter of principle. It is also a legal duty under the Equality Act 2010, and it may also be relevant to client and procurement requirements.

This policy is a statement of commitment and standards. It is not an employment contract, it creates no contractual right or obligation, and no sanction follows from it automatically.

2. Who this policy applies to

Group	How it applies
Employees	In full, at every stage of employment.
Zero-hours, casual and bank staff	In full. Working pattern, hours and contract type never reduce the standard of treatment owed.
Job applicants and candidates	In full, at every stage of recruitment and selection.
Agency and freelance workers on our events	In full while they are working with us. Their own employer's duties are additional to this standard, not a substitute for it.

Group	How it applies
Contractors and suppliers	We expect equivalent standards.
Clients, guests and visitors at our events	We serve them without discrimination, and we expect them not to subject our people to discriminatory conduct.

It applies at our premises, at client and venue sites, travelling between them, at work-related events, and in work-related communication in any medium.

3. The characteristics protected by law

The Equality Act 2010 protects nine characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race, including colour, nationality, and ethnic or national origins
- religion or belief, including a lack of religion or belief
- sex
- sexual orientation

We apply this policy to all nine. We also apply the same standard of respect to things the Act does not list — for example caring responsibilities, socio-economic background, immigration status where the person has the right to work, and neurodivergence where it does not amount to a disability. Setting our own standard higher does not create a legal right the Act does not give.

4. What is not acceptable

The Equality Act sets out several different tests. They do not all apply in the same way to every characteristic — each applies as the Act provides.

Conduct	What it means	Equality Act 2010
Direct discrimination	Treating someone less favourably because of a protected characteristic.	s.13
Discrimination by association or perception	Less favourable treatment because of someone else's characteristic, or one wrongly assumed.	s.13
Indirect discrimination	A rule or practice that applies to everyone but puts people sharing a characteristic covered by s.19 at a disadvantage, and cannot be objectively justified.	s.19
Discrimination arising from disability	Unfavourable treatment because of something arising from a disability, where it cannot be justified.	s.15

Conduct	What it means	Equality Act 2010
Failure to make reasonable adjustments	Not taking reasonable steps to remove a substantial disadvantage a disabled person faces.	ss.20–21
Harassment	Unwanted conduct related to a characteristic covered by s.26 that violates someone's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment; and unwanted conduct of a sexual nature.	s.26
Victimisation	Treating someone badly because they have made or supported a complaint about discrimination, or are believed to have done so.	s.27

Separately from the law, our own standard of conduct is wider. We do not accept unwanted behaviour that humiliates, intimidates or degrades anyone at work or at an event, whatever it relates to.

An employer can be legally responsible for what its employees do in the course of their employment, whether or not it knew about it (s.109). That is why this policy will be briefed and applied, not simply published.

Our Bullying, Harassment and Dignity at Work Policy is approved but not yet in effect. Once it is brought into effect, it will provide the detailed framework for handling bullying and harassment. Until then, this policy sets the standard we apply.

5. Equality of opportunity in practice

5.1 Recruitment and selection

- Roles are open to anyone who can do the work, and are assessed against what the role actually requires.
- Selection decisions rest on skills, experience, competence, availability and suitability — never on a protected characteristic.
- We do not ask health or disability questions before offering work, except where the Equality Act permits it — for example to arrange an adjustment for the assessment itself, or to check an ability intrinsic to the role.
- Right-to-work checks are carried out consistently for every candidate, and never selectively on the basis of name, accent, appearance, nationality or perceived immigration status. Checking selectively is itself capable of being race discrimination.
- Recruitment records are kept in line with our retention arrangements.

5.2 Work, shifts and development

- Terms, pay arrangements, shift allocation, event assignments and opportunities to progress are applied consistently.
- Casual and zero-hours workers are not given fewer or worse opportunities because of a protected characteristic. Availability, competence and what the role requires are legitimate factors; a protected characteristic is not.

- Requests about religious observance, caring responsibilities, pregnancy or disability are considered seriously and answered honestly – including where the answer is that we cannot accommodate the request.

5.3 Reasonable adjustments

Where a disabled worker, applicant, client or guest is put at a substantial disadvantage by our premises, equipment, arrangements or working practices, we will consider adjustments and make them where they are reasonable.

In catering and event work that can mean adjusting shift patterns or breaks, reallocating particular physical tasks within a team, providing information in a different format, adjusting an interview or trial-shift format, or arranging access, seating and service for disabled guests.

What is reasonable depends on the circumstances, including how effective and practical the adjustment is, what it costs and the resources we have. A request is considered on its facts, and is never refused simply because it has not been done before. No adjustment is treated as a favour, and asking for one is never a disadvantage.

5.4 Pregnancy, maternity and family

Pregnancy and maternity are protected in their own right. Pregnant workers are not given fewer shifts or left out of opportunities because of pregnancy.

Where a risk assessment identifies a risk to a new or expectant mother that cannot be avoided, we follow the order the law sets out:

- remove or control the risk;
- if that is not enough, adjust the working conditions or hours;
- if that is still not enough, offer suitable alternative work where it is available and appropriate;
- and only where the risk still cannot be avoided, apply the suspension protections the law provides.

We explain what we are doing and why at each step.

5.5 Equal pay

Men and women doing equal work are entitled to equal terms. Pay and pay arrangements are set by reference to the role, and are reviewed against this principle when arrangements change.

6. Inclusion at work and at events

Equality is more than the absence of unlawful conduct. We expect:

- respectful communication, including in messaging groups, briefings and handovers;
- that “banter” is not used as cover for conduct that would otherwise be unacceptable – what matters is the effect on the person, not the intention of the speaker;
- briefings and event instructions given in a way people can act on, recognising differences in first language and in how people take in information;
- attention to the realities of catering work – long shifts, unfamiliar venues, physically demanding tasks, late finishes and lone travel – which affect people differently.

7. Raising a concern

Anyone this policy covers may raise a concern about discrimination, harassment or victimisation. You do not need proof, and you do not need to work out which policy applies first.

Route	How
Normally	Jessica Perrier, our HR contact — jessica@athomecatering.co.uk .
At an event, or for something immediate	Your event manager. They must pass it on, not sit on it.
If the normal route is not suitable — for example because it involves the person you would otherwise tell	Christophe Perrier, or another appropriate senior manager.
A senior alternative	A private senior route to John Walker. It will be made available internally before this policy is brought into effect; the contact details are not published in this document.
Without giving your name	Concerns received without a name will be considered where there is enough information to act. We may be able to do less if we cannot ask you questions.
If anyone is in immediate danger	Call 999 first. Do not wait for an internal route.

We do not currently operate an anonymous hotline or reporting platform.

The private senior route to John Walker will be made available internally before this policy is brought into effect.

A concern that is also a protected disclosure may be raised under our Whistleblowing Policy. Bullying and harassment concerns follow our Bullying, Harassment and Dignity at Work Policy. Safeguarding concerns follow our Safeguarding Policy and are never delayed by an internal route where someone is at immediate risk.

Treating someone badly because they raised or supported a concern is itself a breach of this policy, and is taken as seriously as the original conduct. That protection does not depend on the concern being upheld. A deliberately and knowingly false allegation is a different matter and is considered separately and fairly.

8. How we handle a concern

Concerns are taken seriously, treated as confidentially as the circumstances allow, and dealt with proportionately and without unnecessary delay. Confidential means restricted, not secret: sometimes information has to be shared to deal with something fairly or safely.

Everyone involved is treated fairly. The person raising a concern is not assumed to be right, and the person it concerns is not assumed to be at fault, until the facts are established. Where the outcome needs action, that action is taken through the appropriate process.

9. Clients, guests and venues

We provide our services without discrimination. Where a client's requirement would mean treating someone less favourably because of a protected characteristic, we will not meet it.

Our people are entitled to the same protection at a client's venue as at our own premises. Where a guest, client representative, venue employee or other third party subjects one of our people to discriminatory or harassing conduct, they should remove themselves from immediate harm, report it using section 7, and expect us to raise it with the client or venue. Our people are never expected to absorb that conduct as part of the job.

10. Suppliers, contractors and labour providers

We expect our suppliers, contractors and labour providers to meet equivalent standards and to comply with the Equality Act 2010. Where agency or labour-provider staff work on our events, this policy applies to how they are treated while they are with us, and to how they treat others.

11. Who is responsible

Who	Responsibility
John Walker and Christophe Perrier	Own this policy jointly, approve it, arrange its review, and are accountable for the standard it sets.
Senior Management Team	Day-to-day collective oversight, setting the tone, and consistent application across the business.
Jessica Perrier	Normal contact point for concerns under this policy.
Managers, supervisors and event leads	Apply the policy in recruitment, briefing, shift allocation and on site; act on conduct they see or are told about, rather than waiting for a formal complaint; support reasonable adjustments.
Everyone the policy covers	Treat others in line with it, and raise concerns rather than ignore them.

12. Training and communication

Everyone should understand this policy and be able to find it. Managers and event leads need enough understanding to recognise a problem, respond proportionately and route a concern correctly.

We operate a mandatory staff induction built around six training videos with a quiz after each one. That induction has not yet been mapped against this policy, so we do not claim that it already covers equality in full. A short equality and speaking-up briefing, with a record that each person has received and understood it, is being introduced to sit alongside the induction.

13. Monitoring and review

We will monitor how this policy works in practice using information that genuinely exists: concerns raised and how they were resolved, recruitment and selection outcomes where our records support it, and feedback from workers, clients and venues. A short management review will be held at least annually. That review process has not yet run.

No diversity statistic, workforce composition figure, representation percentage, pay-gap figure, target or benchmark is stated anywhere in this policy. We do not currently collect equality monitoring information. Some of it may be special category personal data, so before any monitoring begins we will settle the

purpose, the lawful basis, an Article 9 condition where one is required, who may see the information, and how long it is kept.

This policy is reviewed at least every 12 months, and earlier if there is a relevant change in law, in how we operate, in the people responsible, in our systems or suppliers, or after an incident.

Who we are

Legal entity	At Home Catering Limited
Company number	02763948 (registered in England and Wales)
Registered office	Kings House, 9-10 Haymarket, London, England, SW1Y 4BP
Trading and contact address	40 High Street, Cobham, Surrey, KT11 3EB, United Kingdom
Email	parties@athomecatering.co.uk
Telephone	+44 (0)1932 862026
Brands	At Home Catering is our public business name. At Home Events is a customer-facing events brand of At Home Catering Limited. It is not a separate company and never the contracting party.