

People Policies and Procedures

DIVERSITY

Our goal is to have engaged and helpful colleagues who will deliver ever improving customer service.



Manchester Airports Group

MAG's success depends on its people. Making the most of what's unique about each of us and drawing on our different perspectives and experiences will add value to the way we do business.

We provide services to a changing and diverse customer group and recognise that to provide the best customer service it's essential that we embrace the same diversity within our own workforce.

By accessing, recruiting and developing people from the widest possible talent pool we can gain an insight into different preferences and lifestyles and generate greater creativity in anticipating customer needs. We'll constantly try to create a positive environment, representative of and responsive to different cultures and groups, where everyone has an equal chance to succeed.

We all have a responsibility to embrace and support this aim and must continue to challenge behaviour and attitudes that prevent us from achieving this. Using fair, objective and innovative employment practices, our aim is to ensure that:

- All colleagues and potential colleagues are treated fairly and with respect at all stages of their employment;
- All colleagues have the right to be free from harassment and bullying of any description, or any other form of unwanted behaviour, whether based on sex, trans-gender status, marital status, civil partnership status, pregnancy, race, disability, age, political or religious belief or sexuality;
- All colleagues have an equal chance to contribute and to achieve their potential, irrespective of any defining feature that may give rise to unfair discrimination.

Our approach is based on a number of key principles:

- To fully utilise the talents and resources of all colleagues;
- To promote all colleagues' active involvement in improved customer service and the achievement of our business objectives;
- To ensure that our employment policies and practices provide fair treatment for all colleagues;
- To continuously develop our workforce to meet the future challenges of the business;
- To bring about a fair representation of all sections of the population at all levels of the business;
- To be known as one of the UK's best employers - to ensure we attract the best;
- To value the contribution of the entire workforce in order to harness their commitment to MAG's objectives;
- To enable colleagues to fulfil their potential by progressing as far as their abilities allow.

We're committed to tackling incidents of inappropriate behaviour swiftly and decisively to enable people of all backgrounds to have dignity at work, and enable them to progress in the organisation and fully contribute to our success.

Scope

This policy applies to all employees within the Manchester Airports Group of companies and to contractors, agency staff and third parties.