

SUGGESTED EDI POLICIES FOR HOSPITALITY & WINE BUSINESSES

Prepared by :
Emma Hodges

Prepared for :
Drinks United



Emmas Wine Time
emmawinetime@gmail.com



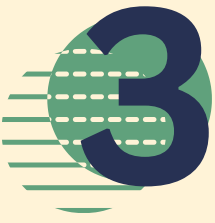
EQUAL OPPORTUNITIES POLICY

- Clearly state the company's commitment to preventing discrimination and ensuring fair treatment of all employees, customers, and suppliers.
- Outline protections against discrimination based on race, gender, sexual orientation, disability, age, religion, neurodiversity, and other protected characteristics.
- Define procedures for reporting and handling discrimination complaints.



ANTI-DISCRIMINATION & HARASSMENT POLICY

- Establish a zero-tolerance stance on discrimination, bullying, and harassment in the workplace. Define unacceptable behaviours and provide clear reporting procedures.
- Outline disciplinary actions for violations of the policy.
- Ensure all employees, including management, receive training on maintaining a respectful workplace.



INCLUSIVE RECRUITMENT & HIRING POLICY

- Implement fair and unbiased hiring practices to attract a diverse workforce.
- Reasonable accommodations for neurodivergent employees and those with disabilities.
- Offer alternative communication formats where needed (e.g., menus in braille, digital accessibility tools)
- Train staff on supporting neurodivergent employees and customers.

ACCESSIBILITY & NEURODIVERSITY POLICY

- Ensure physical and digital accessibility for employees and customers with disabilities.
- Offer alternative communication formats where needed (e.g., menus in braille, digital accessibility tools)
- Train staff on supporting neurodivergent employees and customers.



INCLUSIVE CUSTOMER SERVICE POLICY

- Train employees on cultural awareness and inclusive service practices.
 - Ensure policies accommodate diverse customer needs (e.g., dietary requirements, accessibility, communication preferences).
 - Establish a procedure for addressing customer complaints related to discrimination or exclusion.
 - Create a welcoming environment that respects all cultural and social backgrounds.



SUPPLIER DIVERSITY & ETHICAL SOURCING POLICY

- Commit to working with diverse and inclusive suppliers, including minority-, LGBTQ+ -, and women-owned businesses.
- Ensure ethical sourcing of wine and other products, supporting fair trade principle
 - Hold suppliers accountable to EDI standards through contractual agreements
 - Promote sustainability and social responsibility in sourcing practices.



MARKETING & REPRESENTATION POLICY

- Ensure marketing materials reflect diverse backgrounds and identities
 - Avoid stereotypes or cultural appropriation in advertising and promotions
 - Create events and campaigns that are inclusive of different communities.
 - Provide multilingual marketing materials where relevant.



TRAINING & CONTINUOUS DEVELOPMENT POLICY

- Provide regular EDI training for all employees and leadership
 - Include unconscious bias, cultural competency, and inclusive leadership training.
 - Ensure EDI education is an ongoing process with annual updates
 - Encourage employee feedback on training and areas for improvement.

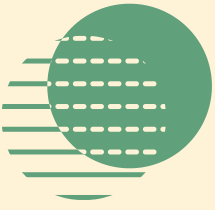


EMPLOYEE WELL-BEING & MENTAL HEALTH POLICY

- Promote a supportive workplace culture that prioritises mental health and well-being.
 - Provide access to mental health resources, support groups, and employee assistance programmes.
 - Encourage a work-life balance to reduce burnout and stress
 - Train managers to recognise and support employees' mental health needs.

TRAINING & CONTINUOUS DEVELOPMENT POLICY

- Create clear channels for employees and customers to report discrimination or EDI-related concerns.
 - Ensure confidentiality and protection for those who report issues
 - Develop a transparent process for investigating and addressing complaints
 - Regularly review and update EDI policies based on feedback and evolving best practices.



By thinking about and looking to implement these policies, hospitality and wine businesses can cultivate a fair, inclusive, and welcoming environment for employees, customers, and stakeholders.