

# 10.a Equality, Diversity, and Inclusion (EDI) Action Plan & Approach

At Honest Foods London, we believe our strength lies in our diversity. We are committed to fostering an inclusive workplace where every team member is valued, supported, and given equal opportunities to progress. To tackle inequality and continuously improve diversity across our workforce, we focus on four core pillars:

## 1. Inclusive & Bias-Free Recruitment

To ensure our recruitment reaches deeply into London's diverse communities and removes initial barriers:

- **Diverse Sourcing:** All vacancies are shared with local community-based placement networks alongside mainstream job boards. We proudly partner with the **999 Club**, working closely with their careers supervisor to offer interview opportunities for open positions (such as our Kitchen Porter roles).
- **Anonymised Screening:** We are implementing *Meritas* to allow 100% anonymised CV screening (removing candidate names, ages, photos, and schools) to eliminate initial unconscious bias in our hiring process.
- **Inclusive Adverts:** All job descriptions are audited to ensure gender-neutral language and prominently feature our "Day-One" flexible working policy to support parents and carers.

## 2. Language-Accessible Onboarding & Operations

We ensure that limited English proficiency never compromises workplace safety or leaves a new starter feel isolated:

- **Visual & Multi-Lingual Training:** Initial health, safety, and operational compliance workflows (via SafetyCulture and NCASS) are delivered using highly visual or multi-lingual formats where available.
- **1-on-1 Support:** We dedicate management time to talk through training materials individually with new starters to ensure total understanding and comfort.
- **The Picture System:** We use clear, visual recipe guides for our chefs that break down the exact components of each dish photographically to ensure flawless communication across language barriers.

### 3. The ESOL (English for Speakers of Other Languages) Program

We actively invest in our team's communication skills to unlock their full potential and dismantle workplace barriers:

- **Fully Sponsored Classes:** Honest Foods London funds and provides free ESOL classes for any team member wishing to improve their English proficiency.
- **Flexible Scheduling:** Classes are scheduled flexibly around shift patterns (e.g., between kitchen prep blocks or post-service) to ensure kitchen and logistics staff can attend without losing shift hours.
- **Empathetic Leadership:** Line managers are trained to encourage eligible staff to join ESOL cohorts and to manage kitchen communication with patience and clarity.

### 4. Transparent Promotion & Career Progression

We utilise a "Grow Our Own" philosophy to turn entry-level roles into career-defining positions:

- **Skills-Based Progression:** Staff are evaluated for promotion based on practical capability, work ethic, and completion of training modules—never on their background or native language.
- **Language-to-Leadership Growth:** As team members progress through our ESOL classes, they are actively mentored to transition from back-of-house roles into customer-facing or supervisory positions. (For example, our breakfast chef, Lekan, successfully progressed from a Kitchen Porter role through this dedicated language and leadership pathway) .

### Our Measurable EDI Goals

To hold ourselves accountable, we have set the following objectives:

- **Goal 1 (Recruitment):** Achieve 100% anonymised CV screening for all office, management, and logistics applications by the end of the year to eliminate unconscious recruitment bias.
- **Goal 2 (Workforce Culture):** Achieve an 85% or higher positive score on the "Inclusion & Belonging" section of our bi-annual anonymous staff survey.
- **Goal 3 (Transparency):** Review our workforce protected characteristics data annually and publish the findings within our end-of-year accounts.

- **Goal 4 (Inclusive Leadership):** Ensure 100% of line managers (Head Chefs, Sous Chefs, and Supervisors) complete our bespoke "Inclusive Leadership & Diverse Team Communication" training module on SafetyCulture within 3 months of their appointment.