

The background is a vibrant, abstract composition of numerous overlapping fingerprint patterns. These patterns are rendered in a variety of colors including shades of blue, green, orange, yellow, and purple. A prominent yellow arrow starts from the left edge and curves upwards towards the center of the page. The overall effect is one of diversity and individuality.

Diversity, Equity, Inclusion & Belonging

Bright Horizons People's Charter

Our People Charter for all UK



Every one of us is responsible for DEIB at Bright Horizons Family Solutions Limited (BH) and we all own it. It's an integral part of our 'business as usual' and not a separate activity. It is a thread which runs through the entirety of everything that each of us says or does, every day and whatever our role or relationship with Bright Horizons.

How does this work?

Here are just some examples: actively challenging bias and assumptions; promoting non-stereotypical images and language; ensuring our promotional and knowledge-sharing material includes a range of perspectives; providing the children in our nurseries with positive role models through the use of toys, imaginary play and activities.



Key Principles and Expectations



- Bright Horizons (BH) recognises that **each person is an individual**, with their own unique needs and strengths. This applies to both adults and children.
- **Discrimination has no place within BH.** This includes discrimination on the grounds of gender, age, race, skin colour, ethnic or national origin, religion or belief, disability, marriage or civil partnership, family structure, pregnancy or maternity, sexual orientation, gender reassignment, political belief or social grouping (including for example those who are members of a travelling community or seeking asylum).
- **A commitment to supporting this Charter and putting its principles into everyday action** will form part of each colleague's job description and is contained in the code of conduct.
- **Our Charter is inclusive of Bright Horizons** colleagues, children and families at our nurseries, client partners, suppliers, and those we work with through our Foundation for Children.





Our Commitment as an Employer



Bright Horizons will ensure equity of opportunity for our people according to their individual needs.

We will:

- Remove barriers to equal opportunity. We will recruit, select, train, promote and retain individuals on the basis of occupational skills requirements and those which are necessary for the safe and effective performance of their work or training.
- Ensure that no individual is discriminated against or prevented access to our venues or services other than for standard checks and measures necessary for safeguarding, which will apply equally to everyone without bias or assumptions.
- Continually improve everyone's knowledge and understanding of DEIB through sharing insights and resources, providing regular training opportunities and ensuring that everyone's contributions are listened to and valued.

DEIB in our Nurseries



Every child and family that attends a BH nursery should feel a sense of belonging and welcome.

We will:

- Provide assistance as requested by our parents/carers who use English as an additional language (EAL), offering meetings and support where appropriate.
- Wherever possible, strive to provide a childcare place and/or back-up care, tutoring or other relevant services, for children who may have learning difficulties and/or disabilities.
- Ensure that our nurseries have a comprehensive and inclusive admissions policy.



Our Commitment to Our Clients and Client Colleagues



Our services are designed to make the combination of work and family smoother and more successful for everyone. To that end, we need to recognise and understand the diversity of people, organisations and sectors we serve and to ask ourselves, “whose perspective might we be missing?”.

We will:

Be proactive and seek to provide insights which will enable our clients to benefit from our experience and to continuously develop their own practices. Support and encourage our clients on their journeys to greater inclusion, for example by advocating for family policies and service guides that use inclusive language and approaches.

Ensure our services are relevant and welcoming to those without immediate family/dependants. One of the ways we can do this is through our Work+You content stream.

Make our services accessible and relevant to all, whatever characteristics the service user or client contact brings to the relationship.

Provide content and services that **meet the needs of different individual lifestyles and choices**. We are mindful that some client employees are highly ambitious in their careers and seeking family supports that enable them to combine demanding work hours with family life, while others will prioritise work-life balance and want to do a good job while keeping their primary focus on family life.

Be inclusive in gender terms, ensuring our content and services are helpful, interesting, and relevant to all, including nonbinary and trans+ people. Challenge gendered assumptions about family roles, including any bias related to mothers, fathers or other gendered family roles.

Take a **broad approach to the understanding** that ‘family’ can take many forms: single parent families, same sex couples/families, those without children who are caregiving to a partner or elder dependant, households with pets, polyamorous groups, co-living and more.

Our Relationships with Suppliers and Other Partners



The purpose of these relationships is to work together to make a positive difference for children, families, employers and for all stakeholders involved. To that end, we need to ensure our relationships with suppliers and partners are inclusive and demonstrate equity, and that our range of partners is diverse.

We will:

Ensure that diversity, equity, inclusion and belonging form a core aspect of our decision-making with regard to choosing suppliers and other partners and in selecting the products and services we seek from our suppliers and partners.

Conduct open, transparent, and mutually supportive relationships with suppliers and other partners, ensuring that all parties are treated in a respectful and inclusive manner.

Create a greater sharing and understanding of our suppliers' DEIB strategies and how they align with our own.

Seek greater diversity with our product ranges and strive to embed these as part of our standard offering.

Remain open to feedback, ideas and challenge from our suppliers and other partners, learning and adapting as new perspectives, needs and possibilities are highlighted.

Be part of a journey towards greater diversity, equity, inclusion and belonging along with our suppliers and partners and commit to holding our suppliers and partners to account on this.