TWIST HEALTH LIMITED

Justice, Equity, Diversity & Inclusion (JEDI), Statement & Policy

Owner	Director / Founder
Applies to	All employees, workers, contractors and freelancers of Twist Health Limited
Version / date	Version 1.0, 2026
Review	Reviewed annually by the Director / Founder
Related documents	Employee Handbook (JEDI section); Grievance Policy; Equal Opportunities commitments

Part 1 : Our JEDI Statement (public)

At Twist Health, we believe that better healthcare communication comes from diverse perspectives and from a culture in which everyone belongs. As a small, female-owned and led B Corporation, we are committed to justice, equity, diversity and inclusion (JEDI) in everything we do. How we hire, how we pay and support our people, how we work with clients, suppliers and freelancers, and how we treat one another every day.

We are an equal-opportunity employer and comply fully with the Equality Act 2010. We recruit and promote on the basis of skills, experience and potential, using fair and consistent processes. We pay our people fairly, at or above the Real Living Wage, and we make reasonable adjustments and offer flexible working, in place of work, hours and days, so that everyone can do their best work. We do not tolerate discrimination, harassment, bullying or victimisation of any kind.

Because we are a small and growing business, we see our JEDI journey as ongoing. We hold ourselves accountable, review our commitments every year, and welcome feedback from our team, our clients and our communities on how we can do better.

Part 2: JEDI Policy & Commitments (internal)

Purpose and scope

This policy sets out how Twist Health Limited puts justice, equity, diversity and inclusion into practice. It applies to everyone who works for or with us, employees, workers, contractors and freelancers, and covers recruitment, pay and reward, day-to-day working, and our relationships with clients and suppliers. It supports our B Corporation commitment to all of our stakeholders and sits alongside the JEDI section of our Employee Handbook and our Grievance Policy.

What JEDI means to us

Justice, we treat people fairly and address any barriers or unfair treatment openly and promptly.

Equity, we recognise that people have different needs and circumstances, and we adjust our support so everyone can take part and succeed.

Diversity, we value the different backgrounds, identities and experiences of our team, and of the communities and patients our work reaches.

Inclusion, we build a culture of belonging in which every person is respected, heard and able to bring their whole self to work.

What we do now

As a six-person, female-owned business, we keep our approach simple, genuine and proportionate. The following are established practices at Twist Health:

- **Fair, skills-based recruitment.** We recruit and promote on the basis of skills, experience and potential, using inclusive wording and consistent criteria applied to every candidate.
- **Fair pay.** We pay our people fairly, at or above the Real Living Wage.
- **Reasonable adjustments and accessibility.** We make reasonable adjustments for health and disability needs and offer flexible working, in place of work, hours and days, to all employees.
- **Dignity and respect.** We do not tolerate discrimination, harassment, bullying or victimisation, and concerns can be raised in confidence under our Grievance Policy without fear of detriment.
- **Fair treatment of suppliers and freelancers.** We partner with independent and local freelancers and pay their invoices promptly, so that our payment practices do not put small suppliers at risk.

What we are building

We are honest that some elements of a fuller JEDI approach are still developing. As we grow, we commit to:

- **Inclusion and anti-bias awareness.** Introducing simple JEDI and unconscious-bias awareness for the whole team, refreshed periodically.
- **Understanding our make-up.** Inviting our team to share diversity information on a voluntary, anonymous and confidential basis as headcount grows and anonymity can be protected, in line with UK GDPR, to help us understand and improve.

- **Inclusive sourcing.** Advertising roles widely and encouraging applications from underrepresented groups when we recruit.
- **Reviewing pay for fairness.** Keeping our pay and reward under review to ensure equal pay for equivalent work.

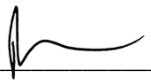
Accountability and review

Responsibility for this policy sits with the Director / Founder, who owns our JEDI commitments and is accountable for progress. We review this policy at least once a year, and sooner if the law or our circumstances change. Our progress is reflected in our annual B Corp impact reporting. Any member of the team can raise a JEDI concern or suggestion at any time, and concerns are handled promptly, sensitively and confidentially.

Legal framework

This policy is made in line with the Equality Act 2010, which protects people from discrimination, harassment and victimisation on the basis of the protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Approved on behalf of Twist Health Limited:

Signed:  Name: ___Rebecca Sarson___

Position: __Managing Director___ Date: ___27th January 2026_____

Part 3: JEDI evidence checklist accountability

Commitment / requirement	Evidence to hold	Status / owner
Written JEDI commitment	This JEDI Statement & Policy, published and signed; JEDI section in the Employee Handbook.	In place, Director
Equal opportunities / anti-discrimination	Equality Act 2010 wording in this policy and handbook; non-discrimination clause in contracts.	In place, Director
Fair, inclusive recruitment	Standard role criteria / scorecard; sample job advert with inclusive wording; note of process used.	In place, Director
Fair pay / Real Living Wage	Payroll records showing pay at/above Real Living Wage; note of annual pay review; bonus approach.	In place, Director
Reasonable adjustments & flexible working	Flexible-working policy/handbook; examples of adjustments made; written flexible-working offer to staff.	In place, Director
Grievance & anti-harassment route	Grievance Policy; record that staff know how to raise concerns; any (anonymised) log.	In place, Director
Fair supplier / freelancer treatment	Prompt-payment practice for freelancers; supplier code of conduct (if in place).	In place, Director
Accountability & review	Named owner (Director); dated annual review; JEDI covered in B Corp impact report.	In place, Director
JEDI / anti-bias awareness	Record of team awareness session or short training once delivered.	To do, build
Voluntary diversity data (as we grow)	Simple anonymous, confidential voluntary survey once headcount allows anonymity (UK GDPR).	To do, as we grow