



## Terms and Conditions for Diversity Mark Signatories

These Terms and Conditions ("T&Cs") outline the responsibilities and expectations for organisations ("Signatories") joining Diversity Mark. By becoming a Signatory, your organisation agrees to the following terms:

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### 1. Confirmation of Signatory Commitment

1.1 Submitting the Diversity Mark sign-up form confirms that the organisation, at the highest level (e.g., CEO or Chair), agrees to the principles of the **Diversity Mark Charter**.

1.2 The organisation also commits to the CEO/Chair or equivalent signing the Diversity Mark Charter, which must then be uploaded into the Signatory Portal to finalise their participation.

1.2 Access to the accreditation section within the Diversity Mark portal will only be granted once the signed Diversity Mark Charter has been uploaded and the annual fee has been paid.

### 2. Payment Terms

2.1 All invoices issued by Diversity Mark must be paid in full within 30 calendar days from the date of the invoice.

2.2 If your organisation requires an annual Purchase Order (PO) number to process payments, please notify Diversity Mark in advance of the renewal period to ensure invoices are issued correctly.

2.3 The annual fee is payable each year in the anniversary month of the organisation's initial sign-up date, regardless of accreditation status. The assessment fee which will be invoiced at the time to organisation applies for the accreditation.

2.4 Failure to pay by the due date may result in the suspension of signatory status. Outstanding fees remain payable unless a cancellation notice is provided in accordance with Section 5 of this document. Signatory status can be reinstated upon full payment of any outstanding fees.

2.5 Tiered Fees: Annual fees are tiered based on the size of the organisation (employee headcount within accreditation region). Please inform the Diversity Mark team if you believe you should be in a lower or higher tier based on changes in headcount.

2.6 If an organisation grows into the next fee band during their signatory period, the annual fee for the subsequent year may increase to reflect their placement within the new tier. Diversity Mark will notify organisations of any fee changes in advance of the renewal date.

2.7 We review subscription fees periodically. Fees will increase on each annual renewal in line with inflation and market conditions. We may also adjust fees at other times where reasonably necessary to reflect changes in our costs or the scope of services. Where such adjustments occur, we will provide signatories with at least 30 days' prior written notice.

Continued use of our services after the effective date of the change will constitute acceptance of the updated fees.



### 3. Assessment Requirements and Legal Compliance

3.1 To retain Diversity Mark accreditation, organisations must meet the following assessment requirements:

**Diversity Mark Accreditation:** Requires annual assessments, with progress reports submitted for approval by the Diversity Mark Independent Assessment Panel.

**Silver Accreditation:** Requires assessments every two years, with annual reports submitted.

**Gold Accreditation:** Requires assessments every three years, with annual reports submitted.

3.2 Annual progress reports are due 12 months after the organisation is awarded accreditation.

3.3 If an organisation requires an extension to submit their annual progress report, they must inform Diversity Mark in advance. A three-month extension will be granted upon request.

3.4 Any extension request beyond three months must be submitted in writing, providing detailed reasons, for review and approval by the Diversity Mark Independent Assessment Panel.

3.5 Failure to submit progress reports or obtain an approved extension within the required timeframe may result in suspension or withdrawal of the organisation's Diversity Mark accreditation.

3.6 Targets and any actions taken by Signatory organisations must be fully compliant with all relevant existing legislation.

### 4. Reporting on Progress

4.1 Applicants are required to submit a progress report on their targets **12 months after their initial approval**. This report must include a summary of actions implemented over the prior year.

4.2 A summary of these actions and their impact may be published on the Diversity Mark website, subject to the applicant organisation's agreement, and could serve as the basis for a case study.

4.3 Approval of the annual progress report, along with subsequent payment of the annual fee, enables the organisation to retain their Diversity Mark accreditation for the next twelve-month period.

### 5. Renewal and Cancellation of Signatory Status

#### 5.1 Renewal:

Signatory status with Diversity Mark is renewed annually and will be **automatically renewed each year**. Fees are non-refundable.

#### 5.2 Non-Renewal Notice:

If your organisation does not wish to renew its signatory status, you must provide written notice to Diversity Mark at least **30 calendar days** before the next renewal date.

#### 5.3 Cancellation After Renewal:

If you choose not to renew after receiving your annual renewal invoice, the annual fee will still be due if your organisation is accredited. This means you can continue to promote and utilise the Diversity Mark accreditation for the remainder of that year until your next renewal date, and take advantage of the engagement opportunities and Signatory events.

For non-accredited organisations, the fee due depends on when the cancellation notice is received:

- Within 30 days after renewal: A 10% administrative fee applies.
- 2-6 months after renewal: 50% of the fee applies.
- 7-12 months after renewal: 90% of the fee applies.



## 6. Assessments, Events, and Benefits

6.1 Participation in Diversity Mark assessments, events, or any other signatory-related benefits is contingent upon the Signatory having no outstanding debt with Diversity Mark.

6.2 Diversity Mark reserves the right to withhold access to assessments, events, or other benefits until all overdue invoices are settled in full.

## 7. Reassessment and Resubmission

7.1 If an application fails the initial assessment process, the organisation will have the opportunity to resubmit their application at the next quarterly assessment. Feedback from the Independent Assessment Panel should be addressed in the resubmission.

## 8. Refund Policy

8.1 Fees associated with signatory status are non-refundable.

8.2 In the case of cancellation for organisations not yet accredited, any pro-rata invoice adjustments will reflect the period from the date of cancellation based on point 5.3. This adjustment may be credited and applied accordingly.

## 9. Changes to Terms and Conditions

10.1 Diversity Mark reserves the right to update these T&Cs from time to time. Any significant changes will be communicated to all active Signatories in advance.

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## 10. Contact Information

For inquiries related to invoicing, cancellation, or other administrative matters, please contact us at:  
**[info@diversitymark.org](mailto:info@diversitymark.org)**

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By becoming a Signatory, your organisation acknowledges that it has read, understood, and agrees to these Terms and Conditions.

Diversity Mark is a trading division within Women in Business NI Ltd, known as The WiB Group which includes Women in Business, Diversity Mark, Timely Careers and Centre of Learning.

Please [CLICK HERE](#) to access the Group privacy policy.